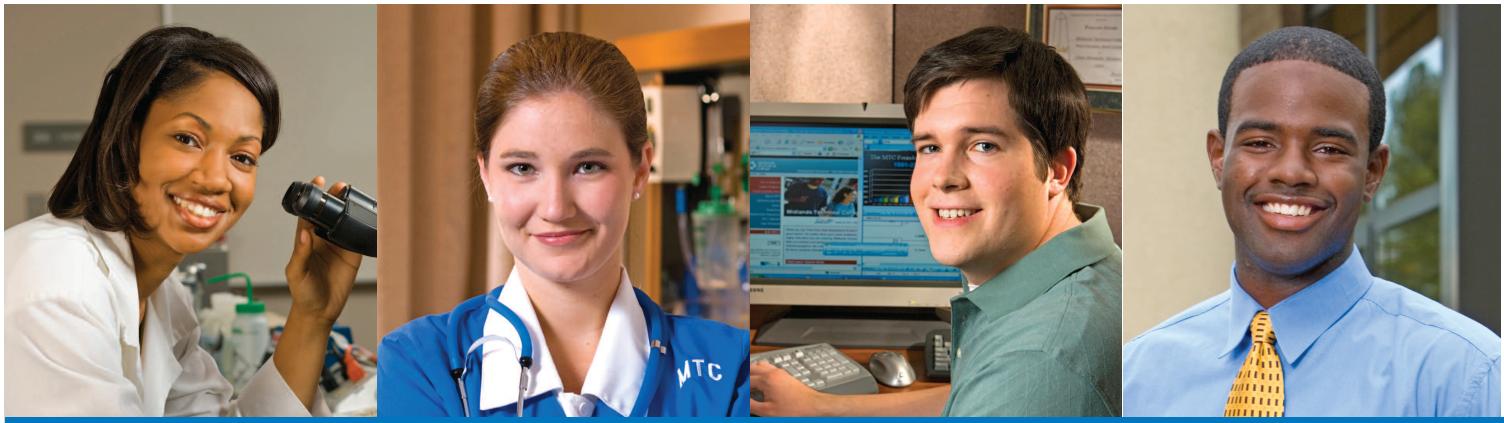




# 2005-2006 State Accountability Report

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# 2005-2006 State Accountability Report

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# EXECUTIVE SUMMARY

## 1. Organization's stated purpose, mission, and values

Midlands Technical College is the product of a rich and unique history. In 1964, three separate career-oriented institutions merged to form Midlands Technical College (MTC), a comprehensive two-year college providing career and transfer education. MTC is now part of the South Carolina Technical College System. One of South Carolina's largest two-year colleges, Midlands Technical College enrolls approximately 15,000 students seeking to develop career-skills or transfer to a four-year institution. With the latest technology and a diverse learning environment, the college makes higher education affordable, convenient and readily accessible. Midlands Technical College prides itself on excellence in curriculum, staffing, equipment and service to its students and the community.

MTC is comprised of four campuses, including the Beltline, Airport, Harbison and the Northeast Campus located adjacent to the Carolina Research Park. The 100-acre Enterprise Campus at Midlands Technical College, part of the MTC Northeast property, presents an innovative opportunity for enhancing economic vitality by recruiting and retaining regional business expansions through public-private partnerships. The campus consists of 100 developable acres adjacent to the MTC Center of Excellence for Technology that will benefit growing new companies by accelerating their development. The MTC Center of Excellence for Technology is the anchor facility on the Enterprise Campus. This 50,000 square foot facility is one of the Southeast's largest and most advanced metalworking training facilities. The college also has a location at Fort Jackson and is constructing an educational facility in Batesburg-Leesville in conjunction with the town.

The college currently provides a variety of educational opportunities that support its

### **Statement of Values**

Midlands Technical College contributes to the community by helping individuals reach their full potential through affirmation of the following values:

#### **Commitment to Students**

Belief in providing a learner-centered environment offering quality instruction, resources and services and presenting challenging opportunities for the continued growth and development of its students. The college assists students in clarifying their lifelong goals, fostering entrepreneurship, developing interpersonal skills and maximizing their potential.

#### **Commitment to Excellence in Education**

Belief in offering the highest quality academic programs and support services through a variety of delivery methods that reflect the relevant education required for future success. The college believes in building a community of learners and prepare students for the work environment or to continue their education.

#### **Commitment to Economic Vitality and Quality of Life**

Belief in preparing students for successful careers by providing a seamless curriculum bridging secondary education through university education options. The college partners with business, education and government to enhance the growth and prosperity of the community.

#### **Commitment to Access and Diversity**

Belief that the college provides access to programs and services to students who represent the cultural, economic and demographic diversity of the community.

#### **Commitment to Faculty and Staff**

Recognition of the importance of attracting and retaining and excellent and diverse faculty and staff who collectively create a positive learning environment. The college provides professional development opportunities and demonstrates its commitment to all members of the college community by providing resources to carry out the mission of the college.

#### **Quality Campus Environment**

Recognition of the importance of creating an inviting and secure environment by all members of the college community. The college values clear communications, open exchange of ideas, involvement in decision-making, integrity and respect for all individuals.

#### **Resources Management and Diversification**

Belief in the effective use of college resources to provide quality education and services to its students and community and to be accountable to all college constituents. The college seeks to diversify its financial support through the pursuit of new and innovative funding sources.

#### **Commitment to Innovation and Renewal**

Belief that the spirit of creativity and discovery is present in all college endeavors. The college is open to adaptation and positive change for the benefit of all its constituencies.

mission of human resource development in support of economic growth. The MTC Continuing Education Division provides continuing education opportunities to more than 30,000 individuals annually, and is one of the largest two-year college providers of noncredit professional upgrade training in the state. Midlands Technical College is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools.

## **2. Major achievements from past year**

MTC had a very successful year. Major achievements include:

- obtaining a \$1.9 million dollar grant from the U. S. Department of Labor Employment and Training Administration to provide infrastructure for health sciences programs,
- creating of a middle college high school on the Beltline Campus through a partnership with Richland School District One,
- receiving increased financial support in excess of \$500,000 through the MTC's Foundation's capital campaign,
- securing additional funding from the SC Legislature to support the nursing program merit admission initiative to increase the enrollment levels of nursing students,
- increasing the number of courses delivered online,
- obtaining grant support totaling approximately \$2.1 million to provide supportive services to MTC students and potential students,
- obtaining approval from the SC Budget and Control Board of the Enterprise Campus Procurement policy,
- increasing testing of locally enrolled tenth- and eleventh-grade students in support of qualifying students for dual enrollment classes,
- continuing the planning and design process for new facilities on the Harbison and Northeast campus' and in the Batesburg-Leesville community, and
- awarding more than \$45,000 in student scholarships and more than \$100,000 in professional development funds to MTC faculty and staff from the MTC Foundation.

## **3. Key strategic goals for the present and future years**

In its 2004-07 Strategic Plan, the college developed the following strategic goals: (1) The college embraces an innovative learning environment that enhances teaching, learning and individual development; (2) The college prepares a workforce that is much in demand by business and industry; (3) The college collaborates with educational and community partners to create seamless curricula and quality services for the diverse population bridging K-12, two-year college and university education; (4) The college partners with community constituencies to strengthen the educational, social and economic vitality of the community; (5) MTC serves as a primary catalyst in economic development through education, entrepreneurship, and business acceleration; (6) The college achieves national recognition through comprehensive, research-based evaluation of programs and services; (7) The college engages in

creative, entrepreneurial resource development and management and (8) The college implements strategies to recruit, retain and develop exceptional faculty and staff.

**4. Opportunities and barriers that may affect the organization's success in fulfilling its mission and achieving its strategic goals (This establishes the basis for the agency's budget request.)**

**Opportunities:** MTC embraces its mission to serve all citizens in its service area. It consequently recognizes several opportunities available to assist the community. These include:

- Addressing the retention rates of targeted student populations
- Expanding resources received by the college
- Strengthening partnerships with other education sectors
- Impacting the present and future needs of advanced manufacturing, engineering technology and industrial technology
- Enhancing the role of Continuing Education
- Developing the Enterprise Campus

**Barriers:** Midlands Technical College faces a number of challenges/ facing it as it implements the plans and strategies needed to move toward accomplishing its mission. These barriers include:

- Decreased state funding
- Affordability
- Limited need-based funding
- Retirement of a significant number of faculty and staff
- Increased competition from non-traditional education providers
- Rapid technological advances
- Low graduation rate in K-12

**5. How the accountability report is used to improve organizational performance.**

This report was reviewed by the college's senior administrators and compiles significant information documenting the college's progress toward accomplishing its mission and overall health. This information will be useful as the college enters its next strategic planning cycle.

## **Section II – Organizational Profile**

### **1. Your organization's main educational programs, offerings, and services and the primary methods by which these are delivered**

Midlands Technical College offers approximately 100 associate degree, diploma and certificate programs in Arts and Sciences, Business, Computer Technology, Engineering Technology, Health Sciences, Industrial Technology and Public Service. An estimated 70 percent of credit courses are in the career program area. A strong college transfer program has evolved to allow students the opportunity to take the first two years of a baccalaureate degree and transfer to one of the state's four-year institutions.

Through its Continuing Education programs, the college provides professional and career training and development through catalog and customized courses to individuals from area businesses, industries and governmental and health agencies. The college also offers self-supporting, noncredit activities for personal enhancement.

MTC offers developmental programs and services to enrolled and prospective students and alumni to increase their success and enhance their potential for personal, educational and professional growth. The college increases student access to higher education through special recruitment, counseling and evaluation services. The college promotes the economic vitality of the region by providing workforce training for new and expanding industries, and technology transfer to developing companies. The college actively seeks to promote business growth and increase regional prosperity.

### **2. Your key student segments, stakeholder groups, and market segments, as appropriate, and their key requirements/expectations**

Students attending credit courses at MTC primarily reside in the service area of Richland (48%) and Lexington (35%) counties. More than half (52%) enroll at the Airport Campus; the majority are white (64%); 55 percent attend on a part-time basis; the average age is 27 years; and 60 percent are female. The profile of students enrolled in the college's designed-to-transfer programs differs slightly from the general student profile. Of the transfer students, the majority are white (64%); 38 percent attend on a part-time basis; the average age is 23 years; and 51 percent are female. The college's continuing education division provides professional and career training and development through catalog and customized courses to approximately 30,000 individuals from area businesses, industries, and governmental and health agencies. The college also offers self-supporting, noncredit activities for personal enhancement.

Other stakeholders include local employers who hire the college's graduates, four-year colleges to which MTC students transfer, parents and families of students, local

county councils and other forms of government who provide financial support, residents of the MTC service area, and alumni of the college.

Students and their parents expect rigorous courses and to complete a high-quality academic program designed to allow them to effectively transfer to a senior institution or to obtain employment in their field. They expect to receive high-quality support services (advising, counseling, tutoring, etc.), and to have a personalized academic experience and access to the latest available technology. Employers expect to have highly qualified, skilled applicants available to meet their needs. Governmental entities expect accountability for the resources invested and for the college to contribute to the economic growth and vitality of the region.

### **3. Your operating locations**

MTC is located in the Central Midlands of South Carolina, and is comprised of four campuses including the Beltline, Airport, Harbison and the Northeast Campus located adjacent to the Carolina Research Park.



### **4. The regulatory environment under which your organization operates**

Midlands Technical College is one of 16 colleges in the South Carolina Technical College System. The State Board for Technical and Comprehensive Education, an agency of the State of South Carolina, governs the system. The college's governing board, the MTC Commission, is appointed by the Governor of South Carolina; the college's president reports to the MTC Commission. Additionally, the college operates under the regulatory authority of, and is in compliance with, the requirements of numerous regional, state and federal agencies. These include but are not limited to the Southern Association of Colleges and Schools (SACS), the SC Commission on Higher Education (CHE), the State Budget and Control Board, the Office of Human Resources, the U.S. Department of Education and other federal agencies.

The college also operates under the regulatory authority of, and is in compliance with, the criteria established by several accrediting agencies for its health science, nursing, engineering technology and business programs. These agencies are: the American Bar Association; National Court Reporters Association; the American Society of Health-System Pharmacists; Association of Collegiate Business Schools and Programs; Commission on Dental Accreditation of the American Dental Association; Commission on Accreditation in Physical Therapy Education, Council on Accreditation of Allied Health Education Programs; Council on Education of the American Health Information Management Association; Committee on Accreditation for Respiratory Care; Accreditation Review Committee on Education in Surgical Technology; American Association of Medical Assistants; Council for Standards in Human Services Education; Joint Review Committee on Educational Programs in Nuclear Medicine Technology; Joint Review Committee on Education in Radiologic Technology; National Accrediting Agency for Clinical Laboratory Sciences; National

Automotive Technicians Education Foundation; National League for Nursing Accrediting Commission; Printing Industries of America; South Carolina Board of Nursing; and Technology Accreditation Commission of the Accreditation Board for Engineering and Technology.

**5. Your governance system (the reporting relationships between your governance board/policy making body and your senior leaders, as appropriate)**

The college's governing board, the MTC Commission, is comprised of 12 voting members who are appointed by the governor upon recommendation of a majority of the legislative delegation of the nominee's respective county. The Commission supervises and annually evaluates the performance of the college's president. The proportion of Commission members from Richland or Lexington counties is determined by the populations of the counties served as reported in the most recent census.

**6. Your key suppliers and partners**

Over 80 percent of students enrolled in courses at MTC live in the college's service area.

Key partners include local secondary school districts, other four-year colleges to which MTC students transfer, local civic/community agencies and leaders, state agencies, the MTC Foundation, and business partners. A partial list of business partners include:

<b>KEY PARTNERS</b>	
Blue Cross Blue Shield	Westinghouse
Siemens Diesel System Technology	Trane
CMC Steel of SC	Valspar
SCANA	Square D
SC Hospital Association	Union Switch and Signal
Palmetto GBA	Michelin
PBR Columbia LLC	Intertape Polymer Group (IPG)
Palmetto Health	Lexington Medical Center

**7. Your key competitors (other educational systems that directly compete for the same type of studies, research grants, etc.)**

The college faces competitive challenges in three main areas: students, human and fiscal resources. MTC faces competition for students from for profit institutions and those providers of educational programs via the Internet. These institutions may not be held to the quality standards imposed on the college or provide assurances of quality through regional accrediting bodies. Within the public higher education arena, MTC embraces its role as partner with other institutions of higher education to which its students transfer. MTC is the largest source of transfer students to USC and

consistently has students transferring to all senior institutions within the state of South Carolina.

MTC competes directly with senior institutions for quality liberal arts faculty and competes with both higher education institutions and business and industry for qualified technical education faculty. This is particularly true in the areas of nursing, health science and engineering technology where industry salaries exceed those offered by a public higher education institution. The faculty resource needs of secondary education and the availability of applicants impacts the college's ability to recruit and retain qualified adjunct faculty.

Limited resources from the South Carolina General Assembly increases the level fiscal competition posed by other public senior institutions as well as other state agencies. MTC's proximity to the USC Columbia main campus directly impacts the college's ability to solicit support for its endowment and efforts to obtain private capital acquisitions. The shrinking pool of dollars available through federal Title III and Title IV grants has vastly increased the level of national competition for these funds.

**8. Your principal factors that determine your competitive success. The key changes that are taking place that significantly impact your competitive situation**

MTC's vision is to be an innovative leader in creating effective learning environments that enhance individual success and promote economic vitality. The college has embraced the learner-centered concept to achieve this vision and to educate the region's future workforce. This will require increased efficiency in the use of our own resources as well as partnerships and collaborations with business, industry, community and civic organizations and other institutions of higher education. Success will depend on:

- Identifying future work force needs.
- Securing the educational and technological resources to meet these needs.
- Developing and maintaining a creative, entrepreneurial culture that can meet the dynamic demands of a global competitive market place.
- Creating innovative learning environments that will meet the needs of the individual student.
- Maintaining and enhancing the already strong support by the service area counties.

**9. Your key strategic challenges (could include operational, human resource, financial, and community-related strategic challenges)**

Key challenges impacting the college's competitive environment:

- Decreased state funding
- Academic preparation of entering students
- Retiring faculty and staff

- Rapid technological advances
- Affordability

## 10. Your performance improvement systems

With the implementation of its institutional effectiveness and strategic planning models in 1984, the college developed systematic and on-going performance review systems across the institution. These systems are reviewed on a planned cycle and comprise both internally developed models and state mandated processes.

<b>Institutional Units</b>	<b>Performance Management System</b>
Academic Programs	Academic Program Review
Faculty	Faculty Performance Review System (FPMS)
Administrative Divisions and Departments	Administrative Program Review
Classified Employees	Employee Performance Review System (EPMS)
Strategic Planning Process	Strategic Planning Council
Critical Success Factors	Institutional Effectiveness Committee
President	Annual Evaluation by the MTC Commission State Salary Agency Head Board
Vice Presidents	Employee Performance Review System (EPMS)



## 11. Your Expenditures/Appropriations Chart

### Accountability Report Appropriations/Expenditures Chart

#### Base Budget Expenditures and Appropriations

Major Budget Categories	FY 04-05 Actual Expenditures		FY 05-06 Actual Expenditures		FY 06-07 Appropriations Act	
	Total Funds	General Funds	Total Funds	General Funds	Total Funds	General Funds
Personal Service	\$ 35,286,968	\$ 14,369,497	\$ 36,817,251	\$ 14,439,445	\$ 37,040,721	\$ 14,159,495
Other Operating	\$ 6,592,408	\$ 8,271,005	\$ 8,188,288	\$ 7,462,195	\$ 8,188,288	\$ 612,990
Special Items	\$ 17,527,434	\$ -	\$ 16,395,046	\$ -	\$ 16,521,577	\$ -
Permanent Improvements						
Case Services						
Distributions to Subdivisions						
Fringe Benefits	\$ 8,379,313	\$ 3,244,311	\$ 10,838,853	\$ 3,421,862	\$ 10,960,853	\$ 4,327,899
Non-recurring						
<b>Total</b>	<b>\$ 67,786,123</b>	<b>\$ 25,884,813</b>	<b>\$ 72,239,438</b>	<b>\$ 25,323,502</b>	<b>\$ 72,711,439</b>	<b>\$ 19,100,384</b>

#### Other Expenditures

Sources of Funds	FY 04-05 Actual Expenditures	FY 05-06 Actual Expenditures
Supplemental Bills		
Capital Reserve Funds Bonds	\$ 1,605,379	\$ 181,858

## 12. Your Major Program Areas Chart

### Major Program Areas

Program Number and Title	Major Program Area Purpose (Brief)	BY 04-05 Budget Expenditures	FY 05-06 Budget Expenditures	Key Cross References for Financial Results*
II. A., B., & E Instructional Programs	The technical colleges provide opportunities for individuals to acquire the knowledge and skills necessary for employment, transfer to senior colleges and universities, or graduation with an Associate Degree, Diploma, or Certificate	State: 25,884,813 Federal: 13,270,752 Other: 28,630,558 Total: 67,786,123 % of Total Budget:	State: 25,323,502 Federal: 14,223,900 Other: 32,692,038 Total: 72,239,438 % of Total Budget:	Charts 7.3.1 through 7.3.12
		State: Federal: Other: Total: % of Total Budget:	State: Federal: Other: Total: % of Total Budget:	
		State: Federal: Other: Total: % of Total Budget:	State: Federal: Other: Total: % of Total Budget:	
		State: Federal: Other: Total: % of Total Budget:	State: Federal: Other: Total: % of Total Budget:	
		State: Federal: Other: Total: % of Total Budget:	State: Federal: Other: Total: % of Total Budget:	
	<b>Remainder of Expenditures:</b>	State: Federal: Other: Total: % of Total Budget:	State: Federal: Other: Total: % of Total Budget:	

**Grand Total:** State: \$25,884,813 38%      State: \$25,323,502 35%

**Grand Total:** Federal: \$13,270,752 20%      Federal: \$14,223,900 20%

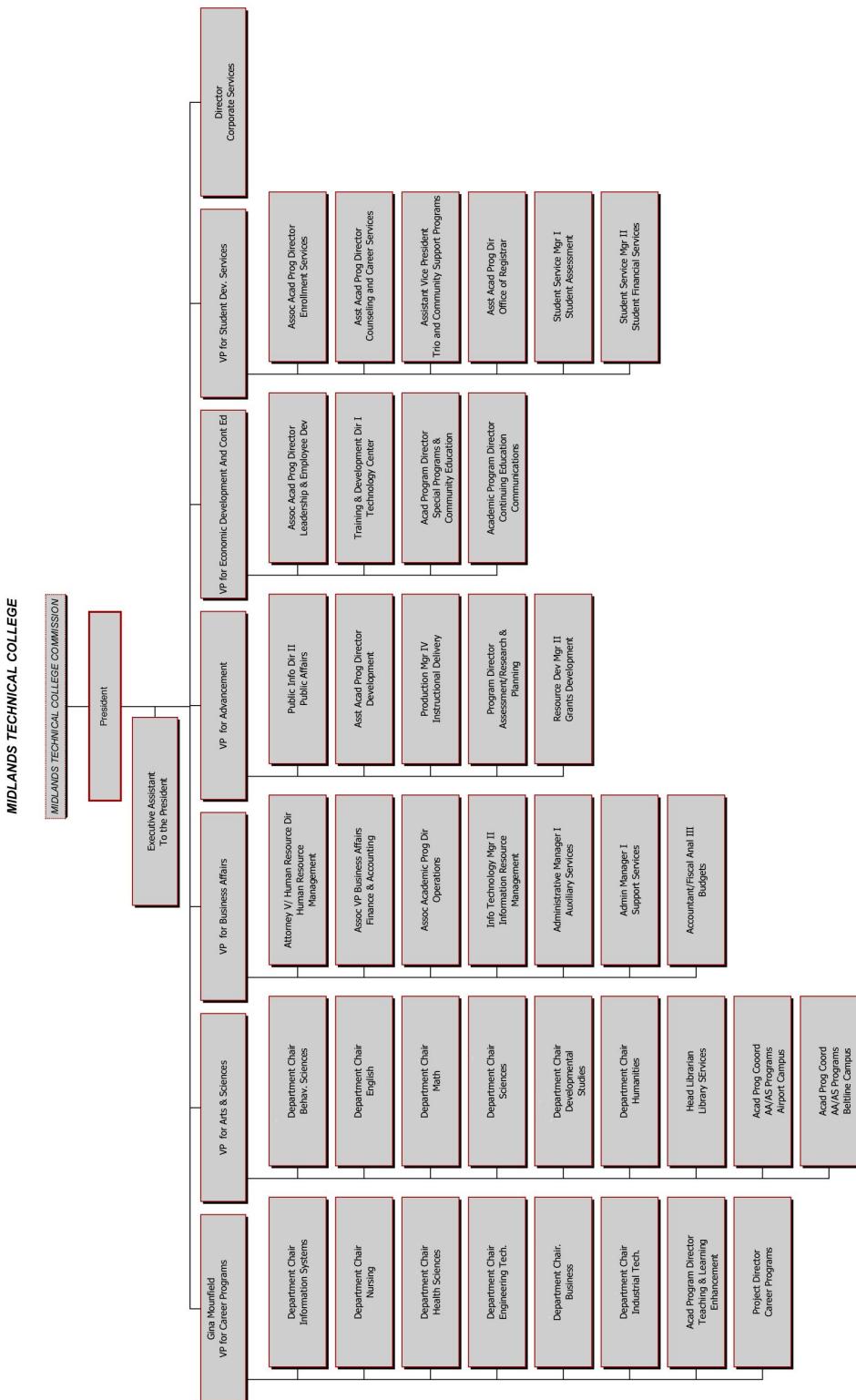
**Grand Total:** Other: \$28,630,558 42%      Other: \$32,692,036 45%

**Grand Total:** Total: \$67,786,123 100%      Total: \$72,239,438 100%

\* Key Cross-References are a link to the Category 7 – Business Results. These References provide a Chart number that is included in the 7<sup>th</sup> section of this document.

### 13. Your organizational structure.

## **MIDLANDS TECHNICAL COLLEGE**



## **Category 1 – Senior Leadership, Governance, and Social Responsibility**

- 1. How do senior leaders develop and deploy their organization’s vision and values throughout the leadership system, to all faculty and staff, to key suppliers and partners, and to students and stakeholders, as appropriate? How do their personal actions reflect a commitment to the organizational values?**

The college’s strategic planning process uses a team approach in the creation of its mission, vision and values statements. While the strategic planning process is led by the administration, it solicits the views of the college’s various constituent groups and includes numerous individuals in the activities needed to develop the strategic plan. These activities include the collection and analysis of information by environmental scanning committees, SWOT analysis, focus group meetings, a strategic planning council and the development of a ten-year futuring document.

All of these planning activities involve a cross section of college constituent groups (faculty, students, staff, and Commission members) in the development of the college’s strategic direction through their participation in committees, focus groups and satisfaction surveys.

To further support the planning process, each vice president develops division and departmental mission statements that support the college’s mission. The creation of these mission statements results in a better understanding of the role each division, unit and individual plays in incrementally moving the college closer to accomplishing its mission and vision at all levels of the institution.

The result of this collective effort is the reaffirmation of the college’s statements of mission, vision and values and the development of college-wide goals and priority initiatives. These documents are used to support the development of an annual *Operational Plan* which highlights the action items to be accomplished by the college and a *Report Card* which details the college’s success in achieving its mission.

- 2. How do senior leaders promote and support an environment that fosters and requires: legal and ethical behavior; and, fiscal, legal, and regulatory accountability? How are these monitored?**

MTC’s president reports to the MTC Commission which uses a Policy Governance format to ensure all major issues are reviewed by the Commission. The Commission has also established a series of sub-committees that are charged with reviewing changes in all major areas of the college. These committees are: the Executive Committee, Curriculum and Faculty Relations, Facilities and Operations, Governmental Relations, Resource Management, and Student and College Relations.

MTC strives to ensure compliance with all state and federal laws. To accomplish this, the college implemented a systematic process to review and update all college

policy and procedures. This process involves the executive leadership team, appropriate committees charged with reviewing the policy and/or procedures, input from both Faculty and Staff Councils and the MTC Commission. Once the review process is complete, all policy and procedures are made available electronically to college employees via the web and are physically available at specific locations on each campus.

The college's strategic planning process includes extensive planning in preparation of the budget. The operating budget is approved by the MTC Commission. An annual facility plan, which outlines the needs for operations and maintenance of plant facilities, is used for the budget request to the counties. A longer term facility plan is prepared, reviewed and updated annually as the college's initiatives are revised.

Fiscal accountability is accomplished through an annual external financial audit; a SCTCS audit; a system of internal financial controls, checks and balances; and the findings of MTC's internal auditor. The college has always received an unqualified opinion, the highest opinion which can be obtained, from its external audit along with certification by Government Finance Officer's Association of the United States and Canada (GFOA). The college also publishes the *Comprehensive Annual Financial Report* (CAFR) to provide relevant information concerning its operations and financial position to constituent groups. As a recipient of federal financial awards, the college complies with the requirements of the Single Audit Act, and separate single-audit reports are issued. The Independent Accountant's Report on State Lottery Tuition Assistance, which is required by the laws of the State of South Carolina, is also prepared.

The management of the college is responsible for establishing and maintaining the framework of internal control under the policies of the MTC Commission. In fulfilling this responsibility, estimates and judgments are required to assess the expected benefits and related costs of policies and procedures related to the internal control framework. The system of internal control is designed to ensure that certain organizational objectives are met. Accordingly, organizational structure, policies and procedures have been established to safeguard assets; ensure the reliability of accounting data; promote efficient operations; and ensure compliance with established governmental laws, regulations and policies, college policies and other requirements of those to whom the college is accountable. The internal accounting control structure is designed to provide reasonable, not absolute assurance that these objectives are met.

**3. How do senior leaders create a focus on action to accomplish the organization's objectives, improve performance, and attain your vision?**

The college publishes an annual *Operational Plan* that establishes the work agenda for a given academic year. The plan includes the major activities proposed by each of the college's six divisions, the Critical Success Factors (performance measures) and performance funding and Institutional Effectiveness reporting requirements for the

year. Results of the accomplishments are compiled, a review of data related to the performance measures is conducted and action plans for addressing deficiencies and moving forward on other college priorities are developed for inclusion in the next year's operational plan.

**4. How do senior leaders create an environment for organizational, faculty, and staff learning?**

Organizational and faculty staff development is a major part of MTC's strategic planning and is specifically addressed in both the college-wide goals and Values Statement. Goal eight of the college's strategic plan states: "The college implements strategies to recruit retain and develop exceptional faculty and staff." This goal is supported by a priority initiative that states: "Provide opportunities and funding to ensure the on-going professional development of faculty and staff. The applicable Value statement is titled *Commitment to Faculty and Staff* and reads: "The college provides professional development opportunities and demonstrates its commitment to all members of the college community by providing resources to carry out the mission of the college."

The majority of unit budgets contain funding for faculty and staff to attend conferences and other professional development workshops. The college maintains a competitive pool of funds for professional development to support attendance at conferences, workshops and seminars, employee recognition programs, the Leadership Development Program, course tuition reimbursement and other professional development activities. The college also allows employees to enroll in one MTC curriculum course per semester free of charge and to enroll in continuing education courses on a space available basis. The college has also set aside funding for an annual faculty project (a competitive faculty award) and for research grants to support innovative ideas by both faculty and staff.

**5. How do senior leaders promote and personally participate in succession planning and the development of future organizational leaders?**

There are three avenues available to college employees to assist in preparing themselves for future leadership opportunities. First, MTC has created a Leadership Development Program which is designed to foster a culture of leadership among faculty and staff, enhance leadership in a current position, and heighten understanding of issues critical to MTC's success while developing a capacity for career-long leadership. The MTC Leadership Development Program consists of a series of workshops using leadership-based assignments that may include the following topics: leadership theory and ethics, history and purpose of two-year colleges, finance and governance, economic development, community college students of today, trends in college teaching and learning and diversity. The program has been in effect for two years, and classes are run on an as-needed basis. Admission into the program is competitive. Professional areas also promote leadership development.

Second, college personnel are selected to participate in the South Carolina Technical College System (SCTCS) Leadership Academy. This academy is a forum to inform, educate and prepare mid-level managers for leadership positions in community colleges. The academy is designed similarly to the MTC model and includes the completion of a mandatory project that investigates an issue critical to the future of the community college.

Finally, the SCTCS also offers a series of six Master's degree level courses in Community College Leadership in which employees from across the institution are encouraged to enroll. During the past year, MTC employees participated in each of these activities.

**6. How do senior leaders communicate with, empower, and motivate all faculty and staff throughout the organization? How do senior leaders take an active role in faculty and staff reward and recognition processes to reinforce high performance throughout the organization?**

A variety of avenues are used to communicate with college faculty and staff. These include: President meets with Faculty and Staff Councils on regular basis to address issues and discuss goals, the internal web site that is updated daily with relevant college information, a fall Inservice program that serves as the kick-off of each academic year, a spring Inservice, annual retreats (summer workdays) for division managers and all employees. Both the fall and spring Inservice include divisional meeting by all faculty in the Career Programs and Arts and Sciences divisions, presentations and workshops presented by college employees and a college-sponsored lunch for all employees. Additionally, the Business Affairs, Continuing Education, Advancement and Student Development Services (SDS) divisions have annual or biennial retreats that are organized by individuals from across the division, and include motivational sessions and opportunities to gain additional insight into the direction and priorities of the division.

The college has several reward and recognition programs in place. These programs include the selection of an Employee of the Month and the annual presentation of Employees of the Year in four categories. Employee of the Month presentations are made at the monthly meetings of the MTC Commission and the introductions are made by the respective vice president. Recipients receive a plaque, cash award from the MTC Foundation and designated parking space for the month. Annual Employee of the Year awards are presented each year as part of the college-wide Inservice program. The four awards are: Staff of the Year, Supervisor of the Year, Administrator of the Year and Faculty of the Year. The presentations are made by the president and chair of the Commission and recipients receive a designated parking space, a cash prize, financial support for a professional development activity and their photos displayed on the Airport and Beltline Campus for the entire year.

**7. How does your organization evaluate the performance of your senior leaders, and the governance board/policy making body? How do senior leaders use these**

**performance reviews to improve their own leadership effectiveness and that of the board and leadership system, as appropriate?**

The college's president is evaluated annually by the college's Commission using objectives established during the previous year's evaluation. Each member of the Executive Leadership team is evaluated by the college's president using the state Employee Performance Management System (EPMS).

Each member of the Executive Leadership team's annual Performance Evaluation contains a set of annual objectives for the leader's area of college responsibility. These objectives are linked to the college's priority initiatives and action strategies for which the leader is responsible. This process ensures that the leader's evaluation is directly related to progress made on the college's action strategies and priority initiatives which are part of the college's planning process.

All key functional areas within the Student Development Services Division of the college undergo five-year program reviews, based on the Council for Advancement of Standards (CAS) criteria. A key criterion for each program review is *leadership*. Leadership for the functional area under evaluation and the division is evaluated on quality of the overall program area under evaluation and the progress made since the last program review. The program review team consists of college faculty, staff, students and an external evaluator who has professional knowledge of the area under evaluation.

The Business Affairs Division undergoes an internal comprehensive assessment of the services provided in all key functional areas. Numerous constituent groups (faculty, staff, students and vendors) provide input concerning their satisfaction with the services provided by the unit.

**8. How does your organization address and anticipate any adverse impacts of its programs, offerings, services, and operations? What are the key compliance related processes, goals, and measures? (Actual results should be reported in Category 7).**

Because of the comprehensive nature of its strategic planning process, the programs and services offered at MTC are evaluated on a reoccurring basis to uncover strengths and weaknesses, opportunities for enhancement, level of satisfaction and dissatisfaction and overall quality. All of the processes provide for the creation of an action plan to address the issue and strengthen the overall quality of the program.

In its 2004-07 Strategic Plan, the college developed the following strategic goals: (1) The college embraces an innovative learning environment that enhances teaching, learning and individual development; (2) The college prepares a workforce that is much in demand by business and industry; (3) The college collaborates with educational and community partners to create seamless curricula and quality services for the diverse population bridging K-12, two-year college and university education;

(4) The college partners with community constituencies to strengthen the educational, social and economic vitality of the community; (5) MTC serves as a primary catalyst in economic development through education, entrepreneurship, and business acceleration; (6) The college achieves national recognition through comprehensive, research-based evaluation of programs and services; (7) The college engages in creative, entrepreneurial resource development and management and (8) The college implements strategies to recruit, retain and develop exceptional faculty and staff.

Key measures include, but are not limited to: student graduation rates, numbers of graduates, passage rates on licensure examinations, student retention rates, current student, employer and alumni satisfaction, placement rates, faculty and staff salary comparisons, accreditation of programs, constituent satisfaction with service delivery, budgetary accountability, and space utilization rates.

**9. How do senior leaders actively support and strengthen the communities in which your organization operates? Include how senior leaders determine areas of emphasis for organizational involvement and support, and how senior leaders, faculty and staff, and the organization's students contribute to improving these communities.**

Members of MTC's leadership team participate in and support numerous economic development, civic and community organizations on both the local and state levels. Many of the memberships are determined by the college's mission focus of providing access to higher education to its citizenry and supporting economic development in its service area. These memberships include: the Columbia Rotary Club, Midlands Business Leadership Group, and board memberships on the Greater Columbia Chamber of Commerce, the Lexington County Economic Development Council, the Columbia Urban League, the Midlands Education and Business Alliance (MEBA), the Junior Achievement of Central South Carolina, the EngenuitySC (Economic Development, Incubator, Civic city planning activities), the Columbia East Rotary Club, the Richland One Middle College Board and the Central SC Alliance. Additional memberships include: the Sertoma Club, the March of Dimes, Citizens for the Advancement of the Physically Handicapped, and the United Negro College Fund.

The college's faculty and staff members are integrated into the fabric of the local community and actively support/participate in a number of civic, social and academically designed projects. In many instances, the college partners with a local entity. Participation includes fundraising for the United Way, the American Heart Association's Annual Midlands Heart Walk, the Harvest Hope Food Bank and the Red Cross Blood Drive. MTC has a Green Team which coordinates recycling and conservation efforts.

MTC supports a variety of academic partnerships and activities including the Call Me MISTER Program, the Midlands Math Meet, the Richland School District One Middle College, and the Midlands Middle College. The Call Me MISTER project

seeks to recruit, train and assist in the certification of Black males who are interested in becoming elementary school teachers in South Carolina's public schools. The project prepares students for the first two years of a teacher education training program. The college opened a second Middle College collaboration with nine school districts in Fall 2006.

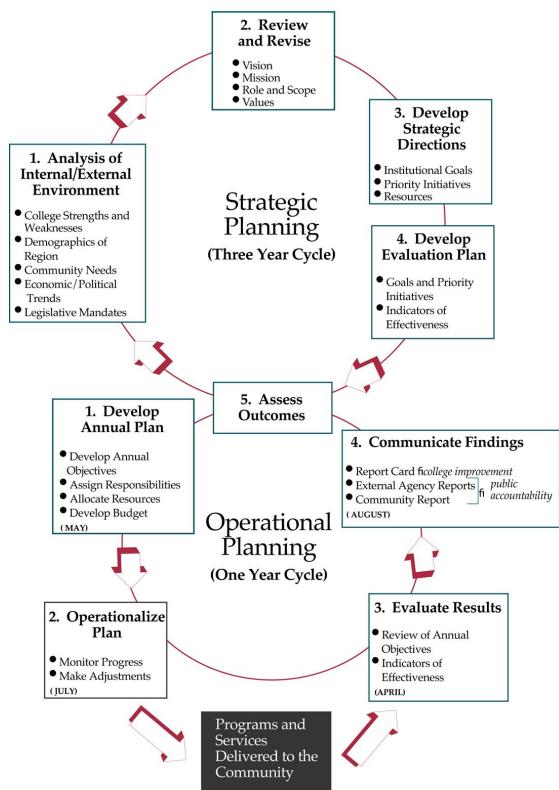
Students are also encouraged to support the community. The college requires that all sanctioned student clubs and organizations, along with all sections of Freshman Seminar courses, do one service learning experience and workshop project each semester. Current projects include: tutoring at a local children's home, volunteering activities that raise funds for local nursing homes, Habitat for Humanity (to provide a range of services for families as well as participation in building homes), the Harvest Hope Food Bank, the Oliver Gospel Mission and the Palmetto Richland Children's Hospital (health science clubs). Students participate in and raise monies for the American Cancer Society Relay for Life or Zig the Pig, the American Juvenile Diabetes Foundation's *Walk for the Cure*, the annual Walk for Hunger Awareness, and the Walk for Breast Cancer. MTC students also collaborate with Richland 1 Middle College and the MTC Dental clinic offers Cleanings (Periodontal Scaling), Prophylaxis, sealants, x-rays and Client Education for adults and children.

## **Category 2 – Strategic Planning**

- 1. What is your Strategic Planning process, including key participants, and how does it address: a. your organizations' strengths, weaknesses, opportunities and threats; b. financial, regulatory, and other potential risks; c. shifts in technology, student and community demographics, markets, and competition; d. long-term organizational sustainability and organizational continuity in emergencies; and e. your ability to execute the strategic plan.**

A copy of the college's strategic planning model is provided. The strategic planning process is overseen by the Strategic Planning Council which consists of the president, vice presidents, the chair and chair-elect of both faculty and staff councils, a student representative and a member of the college's Board of Trustees. The model also provides for conducting an environmental scan that focuses on economic and employment, education, technology, political and public policy, demographic, and social trends. These findings are then used by the Strategic Planning Council to conduct a SWOT analysis which identifies and prioritizes the strengths, weaknesses, opportunities and threats facing the college. From there, the college's long range vision document, the statements of vision, values, mission and role and scope are reviewed and revised if needed. Finally, the long-range goals and priority initiatives are developed. All planning activities are conducted with the participation of a cross section of the college's various constituent groups to ensure that all points of view are considered in the planning process.

## Strategic Planning Model



At every step in the process, drafts of the documents being developed are made available on the Intranet and in organized listening sessions with various college constituent groups.

To ensure the execution of the plan, responsibilities for implementation of each goal and supporting priority initiative are assigned to one of the college's divisions and vice president. Overall responsibility for tracking the process and ensuring its timely execution is assigned to the college's director of Assessment, Research and Planning.

## 2. How do you evaluate and improve your strategic planning process?

The college incorporates the input of various constituent groups into the planning process and periodically conducts listening sessions to get input regarding the planning process. Additionally, the Services Satisfaction survey of the office of Assessment, Research and Planning includes questions regarding the planning process and solicits suggestions for improvement.

In its 2004-07 Strategic Plan, the college developed the following eight goals: (1) The college embraces an innovative learning environment that enhances teaching, learning and individual development; (2) The college prepares a workforce that is much in demand by business and industry; (3) The college collaborates with educational and community partners to create seamless curricula and quality services for the diverse population bridging K-12, two-year college and university education; (4) The college partners with community constituencies to strengthen the educational, social and economic vitality of the community; (5) MTC serves as a primary catalyst in economic development through education, entrepreneurship, and business acceleration; (6) The college achieves national recognition through comprehensive, research-based evaluation of programs and services; (7) The college engages in creative, entrepreneurial resource development and management and (8) The college implements strategies to recruit, retain and develop exceptional faculty and staff.

**3. What are your key strategic objectives? (Address in Strategic Planning Chart)**

<b>2.3-1 Strategic Planning</b>			
<b>Program Number and Title</b>	<b>Supported Agency Strategic Planning Goal/Objective</b>	<b>Related FY 05-06 Key Agency Action Plan/Initiative(s)</b>	<b>Key Cross References for Performance Measures*</b>
II. A., B., & E Instructional Programs	The college embraces an innovative learning environment that enhances teaching, learning and individual development	a) Develop and strengthen all aspects of programs and services, b) Provide access to and enhance the success of at-risk populations and c) implement the Facilities Master Plan.	Charts 7.1-1; 7.1-3; 7.1-4; 7.1-5; 7.1-6; and 7.5-5
II. A., B., & E Instructional Programs	The college prepares a workforce that is much in demand by business and industry	a) Improve student success through innovative teaching methodologies and the integration of current technology into the curriculum, b) Ensure connectivity between employer demand and student awareness of career pathways and c. Prepare students for career adaptability.	Charts 7.2-1; 7.2-2; 7.2-3; 7.2-4; 7.2-5; 7.2-6; 7.2-7; and 7.2-8
II. A., B., & E Instructional Programs	The college collaborates with educational and community partners to create seamless curricula and quality services for the diverse population bridging K-12, two-year college and university education	a) Expand course offerings, student services and articulation with senior institutions and b) Provide effective co-curricular programs, activities and services that create a learner-centered environment.	Charts 7.1-2
II. A., B., & E Instructional Programs	The college partners with community constituencies to strengthen the educational, social and economic vitality of the community	a) Actively interface with economic development entities and senior institutions and participate in activities to increase business and industry development and b) Collaborate with communities in the service area to provide accessible educational opportunities.	Charts 7.6-1; 7.6-2; and 7.6-3
II. A., B., & E Instructional Programs	MTC serves as a primary catalyst in economic development through education, entrepreneurship, and business acceleration	a) Design and implement innovative, proactive programs to address the future needs of the business community and expand the workforce.	Charts 7.1-6 and 7.2-9
II. A., B., & E Instructional Programs	The college achieves national recognition through comprehensive, research-based evaluation of programs and services	a) Support the development and use of national and peer comparisons to measure the effectiveness and efficiency of academic and administrative performance and b) Enhance the college's national recognition as a leader in institutional planning, effectiveness, assessment and innovative research concepts.	Charts 7.1-1; 7.1-4; 7.2-1; 7.2-2; 7.3-1 through 7.3-11; 7.4-1; 7.4-5; 7.5-4; 7.6-1; 7.6-2; 7.6-6 and 7.6-7
II. A., B., & E Instructional Programs	The college engages in creative, entrepreneurial resource development and management	a) Continuously seek and obtain alternate funding, b) Develop methods to conserve resources and increase revenue, and c) Position the college to maximize state and local support.	Charts 7.3-1; 7.3-4; 7.3-5; 7.3-9; 7.3-10; 7.3-11; and 7.3-12; Charts 7.5-1; 7.5-2; and 7.5-3
II. A., B., & E Instructional Programs	The college implements strategies to recruit, retain and develop exceptional faculty and staff.	a) Provide opportunities and funding to ensure the on-going professional development of faculty and staff, b) Develop and implement innovative strategies for the recruitment and retention of faculty and staff and c) Integrate diversity and multi-culturalism into employment practices and professional development.	Charts 7.4-1; 7.4-2; 7.4-3; 7.4-4; 7.6-4 and 7.6-5

**4. What are your key action plans/initiatives? (Address in Strategic Planning Chart)**

See Strategic Planning Chart Figure 2.3-1

**5. How do you develop and track action plans that address your key strategic objectives? Include how you allocate resources to ensure the accomplishment of your action plans.**

Overall responsibility for managing the development and tracking of divisional and department action plans is assigned to the director of Assessment, Research and Planning (ARP). A request is made by the director of ARP for each division/department of the college to develop action strategies/plans based on the college's strategic goals and priority initiatives. These plans are then edited by the director of Assessment, Research and Planning and reviewed by the Strategic Planning Council for inclusion in the college's annual *Operational Plan*. Responsibility for each action items is identified in the *Operational Plan* by division/area.

The director of each area is responsible for achieving the goals that are set forth, and each program is allocated a budget based on the initiatives to be achieved in their area. Regular meetings are set up with the vice presidents to track the progress made, difficulties encountered and results achieved in meeting the initiatives contained in the plan. The office of Assessment, Research and Planning then makes a request in the spring semester of each academic year for departments to submit a report detailing the progress achieved on each item. The *Results Achieved* are compiled into the college's annual *Report Card* with details both the departments success in meeting the action strategies and the quantitative findings of each of the college-wide measurement standards. At the beginning of each academic year, this process is repeated and a comprehensive document of the progress achieved during a three year planning cycle is developed and published.

**6. How do you communicate and deploy your strategic objectives, action plans and related performance measures?**

The office of Assessment, Research and Planning is charged with coordinating all planning activities and prepares the Annual Operational Plan which includes the action plans, performance measures and accountability reports that the college has responsibility for completing each academic year. The Operational Plan is distributed to each division and department within the college. The President discusses college goals and strategic planning at Inservice and relevant meetings. The strategic plan is available on the Intranet.

**7. How do you measure progress on your action plans?**

The college has a qualitative and quantitative component to its evaluation plan. The qualitative plan includes a reporting on the progress achieved on each of the action strategies contained in the Operational Plan. The college has also established a system of Critical Success Factors (CSF) that addresses student learning and other key performance areas of the college. There are six broad categories (Educational Programs, Student Outcomes, Support Services, Economic Development and Community Involvement, Leadership and Management and Organizational Culture) that are supported by multiple Indicators of Effectiveness. Each indicator has multiple benchmarks/standards used to measure success in this area. Five years of trend data are provided to document performance and movement toward reaching the established benchmark.

**8. How do your strategic objectives address the strategic challenges you identified in your Organizational Profile?**

The college identified five barriers in the organizational profile; two of these; decreases in state funding and the retirement of faculty and staff have been identified as goals in MTC's strategic plan. MTC has developed a goal related to the on-going development with various constituent groups to minimize the impact of non-traditional providers of education.

**9. If the organization's strategic plan is available to the public through its internet homepage, please provide an address for that plan on the website.**

The strategic Plan can be found at:

<http://www.midlandstech.edu/arp/Strategic%20Plan/Default.htm>

**Category 3 – Student, Stakeholder, and Market Focus**

**1. How do you identify the student and market segments your educational programs will address? How do you determine which student and market segments to pursue for current and future educational programs, offerings, and services?**

MTC is charged with serving citizens in the Central Midlands of South Carolina. The implementation of a new program requires that the college conduct a needs assessment to determine the local need for graduates trained in the career area, and the number of jobs available in the service area. Demographic data impacts outreach strategies. Community focus groups play a part in structured planning activities.

The college's Continuing Education division has compiled lists of local employers to interview in an effort to identify training needs of local companies. Information

collected in these interviews will be used to prioritize these needs and the deliver the appropriate training.

**2. How do you keep your listening and learning methods current with changing student and stakeholder needs and expectations (including educational programs, offerings, and service features)? How do you determine the relative importance of the expectations to these groups' decisions related to enrollment?**

The college has a number of embedded practices within its current processes to consider student and stakeholder needs and expectation in its review of programs. Each of the college's associate degree programs has established an Advisory Committee of professionals within the field to assist them in evaluating the currency of the curriculum, the use of relevant technology, the adequacy of the facility and the employment needs of the profession. The program coordinator meets twice a year with these individuals to obtain input regarding the program.

The program review process requires that surveys be administered to currently enrolled students, program alumni and employers of graduates of the program. Each group's survey requests information related to the level of preparation for employment, adequacy of preparation in each program competency, quality of instruction in general education and program specific courses and satisfaction with a variety of services offered at the college.

The program's review process provides program coordinators with a broad perspective on the overall health of a given program. This assessment is done on a predetermined cycle and every program must participate in the process in a 3 to 5 year timeframe. In addition to stakeholder information, overall enrollment trend data, course specific data, program retention data, the number of graduates produced, graduate placement rates and a review of faculty loads and course syllabi are provided. Data to assess program trend and stakeholder satisfaction are critical to presenting a complete picture of the program in order to determine the strengths and weaknesses of the program. It is through this process that objectives for future improvement can be developed.

The college also uses an employment projection tool by CCBenefits to provide employment projection figures.

**3. How do you use information from current, former, and future students and stakeholders to keep services and programs relevant, and provide for continuous improvement?**

Programs at MTC are active participants in the program review process for two years. During the first year, information is collected and analyzed to establish future year objectives for the program. The second year of participation allows the department to implement strategies to accomplish the objectives and to collect information to determine the impact of these strategies. Past program enhancements have included:

revising the orientation program for students and their families, adding presentations on effective test taking and study habits, changing the programs math requirements, implementing multiple strategies to improve adjunct faculty proficiency, incorporating more interactive units into the curriculum to meet the demands of increasing enrollments, developing some cooperative education and internship opportunities with several local businesses, developing an advisement handbook for AA/AS students, and implementing a dress code for students working at clinical sites.

**4. How do you determine student and stakeholder satisfaction and dissatisfaction and use this information to improve?**

The program review process requires that surveys be administered to currently enrolled students, program alumni and employers of graduates of the program. Each group's survey requests information related to the level of preparation for employment, adequacy of preparation in each program competency, quality of instruction in general education and program specific courses, and satisfaction with a variety of services offered at the college.

The administrative program review process includes the administration of several surveys to determine satisfaction with service. This includes students as well as internal and external stakeholders. The results of the surveys are used to design an overall plan for improvement in each department and to develop specific objectives to meet the needs uncovered through the survey.

Additionally, focus group discussions and listening sessions have been conducted to investigate enrollment patterns and barriers to success of subpopulations of students, satisfaction with the transfer process, the level of support for the college's mission statement and other topics.

**5. How do you build positive relationships to attract and retain students and stakeholders, to enhance student performance, and to meet and exceed their expectations for learning? Indicate any key distinctions between different student and stakeholder groups.**

Midlands Technical is committed to providing students with an individualized experience. The college's Statement of Values addresses the commitment to students as a *belief in providing a learner-centered environment offering quality instruction, resources and services and presenting challenging opportunities for the continued growth and development of its students. The college assists students in clarifying their lifelong goals, fostering entrepreneurship, developing interpersonal skills and maximizing their potential.* This commitment is demonstrated through the admissions process, new student orientation, academic advising, small class sizes and faculty availability.

## **Category 4 – Measurement, Analysis, and Review of Organizational Performance**

- 1. How do you select which operations, processes and systems to measure to determine student learning, and for tracking organizational performance, including progress relative to strategic objectives and action plans?**

The college created an Institutional Effectiveness (IE) Committee to periodically review and develop measurement criteria for the goals and objectives outlined in the Strategic Plan. The IE Committee continues to refine a system of Critical Success Factors (CSF) that addresses student learning and other key performance areas of the college. There are six broad categories (Educational Programs, Student Outcomes, Support Services, Economic Development and Community Involvement, Leadership and Management and Organizational Culture) supported by multiple Indicators of Effectiveness. Each indicator has multiple benchmarks/standards used to measure success in this area. Five years of trend data are provided in the college's annual *Report Card* to document performance and movement toward reaching the established benchmark. These data are reviewed by the Strategic Planning Council which determines appropriate action plans for the next year to improve the college's performance in areas that fall below the established benchmark.

The college also publishes an annual Report Card that highlights the progress achieved on each college-wide goal and objective. An annual Operational Plan is also published and outlines the action strategies to be taken the next year to continue work toward accomplishing the goals and objectives, outlines the action plans to be taken on the Critical Success Factors, delineates the major research projects to be undertaken and provides the timeline for completing the assessment report needed to meet the reporting requirements of performance funding.

- 2. How do you use data/information analysis to provide effective support for decision making throughout your organization?**

MTC has in place multiple strategies to support effective decision making across the institution. These include the creation of a systematic academic program review process to evaluate the performance and needs of each associate degree, diploma and certificate program; a process to periodically review the performance of all administrative functions and the satisfaction of constituent groups with their service delivery; the use of the annual *Report Card* to document progress toward accomplishing college-wide goals and objectives as well as success in meeting established benchmarks; and the creation of an annual Operational Plan to outline the work agenda for the next academic year. To ensure the research priorities of the college are on target, members of the Assessment, Research and Planning, and Student Development Services staffs meet annually with the vice presidents for arts and sciences and career programs and their academic department chairs to review research findings and establish the prioritized research project agenda for the upcoming year. These processes provide the foundation to review and revise

academic program curricula, document issues related to the delivery of services, and create action strategies to effectively move the college toward the accomplishment of long-term goals and objectives,

**3. What are your key measures, how do you review them, and how do you keep them current with educational service needs and directions?**

The college has created an Institutional Effectiveness Committee to periodically review and refine measurement criteria for the goals and objectives outlined in the Strategic Plan. The IE Committee continues to refine a system of Critical Success Factors (CSF) that addresses student learning and other key performance areas of the college. Key measures include, but are not limited to: student graduation rates; passage rates on licensure examinations; student retention rates; current student, employer and alumni satisfaction; placement rates; accreditation of programs; advisory committee satisfaction; funding levels for employee professional development; and constituent satisfaction with service delivery, budgetary accountability, and space utilization rates.

**4. How do you select and use key comparative data and information from within and outside the academic community to support operational and strategic decision making?**

The college has put together a cross-functional group of college personnel to form the Institutional Effectiveness Committee. The committees responsibilities include: (1) defining the college's comprehensive plan for the on-going assessment of all administrative and academic functions; (2) reviewing the content and usefulness of data collected for Planning and Institutional Effectiveness to ensure alignment with the new Principles of Accreditation, national and regional benchmarks and college defined measures and standards; and (3) reviewing the current system of Critical Success Factors, Indicators of Effectiveness and evaluation standards to ensure continued appropriateness of the system and make recommendations for revisions. The availability of national databases and benchmarking projects (ex. IPEDS, NCES, Consortium for Student Retention Data Exchange (CSRDE) and Kansas Benchmarking Study), along with the SC CHEMIS database and the SBTCE CERS databases, is considered in the development of measures needed to evaluate the performance of programs and services. These recommendations are then forwarded to the Strategic Planning Council for final approval and implementation.

**5. How do you ensure data integrity, timeliness, accuracy, security and availability for decision making?**

Midlands Technical College assigns primary responsibility for the collection and distribution of data used for decision making to the Vice President for Advancement and has created an office of Assessment, Research and Planning (ARP) to coordinate and conduct all relevant data collection, reporting and research needed by the college. To ensure the prominence of the office, the college developed an internal procedure

1.14.2 - Report and Research Coordination to handle the coordination of research activities and reports.

Additionally, the ARP staff adopted the Statement of Research Ethical Practice established by the Association for Institutional Research to ensure the office is focused on issues of staff competence, appropriate research practices, confidentiality and integrity. The ARP office is committed to providing accurate, unbiased data that communicate the current status of the college and its programs and services to all interested parties.

Through the vice president for advancement, the director of ARP makes periodic presentations to the college's leadership team, direct reports to the vice presidents and other key administrators and faculty regarding both the findings of research projects and establishment of the schedule for conducting needed research studies.

**6. How do you translate organizational performance review findings into priorities for continuous improvement?**

Through its strategic planning process, the college prepares an annual Operational Plan that considers previously collected data and develops action plans for future years.

**7. How do you collect, transfer, and maintain organizational and employee knowledge? How do you identify and share best practices?**

Organizational and employee knowledge are transferred in a number of ways. Policy and procedures are formal documents that communicate critical procedural practices to the college community. The college also provides opportunities for faculty and staff members to make presentations about best practices to their peers at the fall and spring in-service programs. Numerous academic departments also provide various workshops for faculty on instructional design and delivery and pedagogy as part of annual training programs. Additionally, employees are encouraged to participate in a number of professional development activities to prepare them for management positions given the projected number of retirements of upper-level managers anticipated in the next decade.

## **Category 5 – Faculty and Staff Focus**

**1. How do you organize and manage work to enable faculty and staff to develop and utilize their full potential, aligned with the organization's objectives, strategies, and action plans? How do you evaluate and improve your organization and HR processes?**

The college's strategic planning process is designed to link both strategic and tactical goals of MTC with divisional action plans. The college is organized so that its cyclical planning process has as a specific outcome the development of faculty and

staff EPMS action items that coincide with the overarching planning goals. The college has a systemic process for academic and administrative programs that includes the evaluation of HR and its processes.

**2. How do you organize and manage work to promote cooperation, initiative, empowerment, innovation, and your organizational culture?**

Faculty and Staff Councils play a prominent part in the decision making process and in dissemination of information throughout the college. Chairs of both councils attend monthly Commission meetings, are part of the MTC Strategic Planning Council, and are an integral part of environmental scanning. In the development of major initiatives and grants, the college employs a cross-functional approach to addressing issues and relies heavily on the inclusiveness of the representative groups in formulating a comprehensive approach. The college includes, as one of its key value statements, a commitment to innovation and renewal.

**3. How do you achieve effective communication and knowledge/skill/best practice sharing across departments, jobs, and locations?**

Monthly inter-divisional and periodic cross-divisional councils from Career Programs, Arts and Sciences and Continuing Education share successful strategies and best practices. The college holds biannual college wide Inservice sessions during which the three academic divisions hold plenary sessions. In the afternoon of Inservice days, best practices are presented by members of the faculty and staff to their peers. Arts and Sciences and Career Programs, along with Student Development Services, hold workdays during the summer months to proactively plan and improve programs and services. Faculty and staff attending conferences and other professional development opportunities are directly encouraged to share information gathered on national and regional trends in their fields. MTC compares and shares best practices with other colleges.

**4. How does your faculty and staff performance management system, including feedback to faculty and staff, support high performance work and contribute to the achievement of your action plans?**

A critical part of the evaluation process assures alignment of individual responsibilities with the college's strategic goals. The college uses the EPMS and FPMS system to assign individuals responsibility for accomplishing action strategies identified in each division annual action plan. These annual reviews afford an excellent opportunity for all members of the faculty and staff to have direct interface with their immediate supervisors and, through the review process, with the next level of supervision concerning the application of college wide goals to the employee's personal duties. Faculty performance is based on several review categories: Teaching performance, instructional development, instructional management, student advisement, professional development, and college and/or community service

**5. How do you accomplish effective succession planning? How do you manage effective career progression for all faculty and staff throughout the organization?**

In a recent review of the demographics of the faculty and staff, the vice presidents were charged to examine the percentage of employees in key areas who might be expected to retire within the next five years and developed strategies for any necessary restructuring. In part as a response to these data, and to address the growth of the college, an internal Leadership Academy was put into place to encourage professional development of leadership within the college in order to grow the next generation of the MTC leadership team. The college also encourages members of the faculty and staff to apply for participation in the SC State Board for Technical and Comprehensive Education's Leadership Academy. Professional development opportunities are funded when possible by the college and the MTC Foundation to ensure the ongoing improvement of college employees.

**6. How do your faculty and staff education, training, and development address your key organizational needs? How do you evaluate the effectiveness of this education and training? How do you encourage on the job use of new knowledge and skills?**

Faculty and staff applying for professional development are part of a prioritization process that presents the applicant's intentions to line supervisors, who forward the departmental requests to the divisional vice presidents. The division vice presidents then evaluate and prioritize all professional development requests from their division based on their relevance to college goals and initiatives. Funding for this process is approximately \$100,000 annually. The MTC Foundation encourages members of the faculty who meet specific longevity and merit standards to apply for an annual Faculty Teaching Award. Faculty applicants present a comprehensive portfolio representational of their classroom work to a panel of their peers assembled by Faculty Council. The Foundation also proves Curriculum Development awards. Recipients of these funds are required to publish a results document that details the outcomes of their efforts.

**7. How do you motivate faculty and staff to develop and utilize their full potential?**

The college has a culture of recognizing excellence. Among the methodologies in place are Employee of the Year and Employee of the Month awards; the Distinguished Lecturer award in Arts and Sciences; the Faculty Teaching Award; student-selected Committed to Excellence Awards, and various departmental-level quality assurance programs. The college, when possible, issues a bonus to all employees recognizing their commitment to the organization. MTC offers all faculty and staff the Employee Assistance Program (EPA) that provides limited confidential free counseling and legal services on an as needed basis.

**8. How do you maintain a safe, secure, and healthy work environment? (Include your workplace preparedness for emergencies and disasters.) (Procedures 7.8.1 Safety and 7.9.1 Emergency Threats are attached in Appendix A of this report.)**

The college complies with the federal, state and local regulations governing a safe environment. MTC established a series of policies and procedures to deal with issues of safety and health at the college. These procedures deal with security, property and traffic control, safety and emergency preparedness. Emergency preparedness includes plans for Emergency Threats (fire, bomb threats, and civil disturbances) and college closing due to weather. A Crime Awareness Report is published monthly to inform the college of occurrences of these activities on campus. The college recently installed cameras throughout all buildings and parking lots to ensure a safe environment. Upgrading of exterior lighting is a continuous process. The college Beltline Campus is currently being equipped with a breezeway system allowing passage between buildings without exposure to inclement weather. Teams are working on a business continuity plan. Health assessments and health fairs are offered to college employees.

**9. What assessment methods and measures do you use to obtain information on faculty and staff well-being, satisfaction, and motivation?**

The chairs of Staff and Faculty Council meet once each semester with the college's president to bring any concerns or observations from their respective areas of the college. The Business Affairs division of the college performs a cyclical review of its services as evaluated by internal constituencies. The Student Development Services (SDS) division includes faculty in a number of informal processes to obtain feedback. These include periodically attending SDS staff meetings to provide input on new procedures, serving on hiring search committees for upper level SDS management and serving as members on peer review teams for every program in SDS participating in the administrative review process.

The Continuing Education division recently developed a survey to administer to its faculty and staff to determine satisfaction levels within the division. The college is researching an appropriate survey instrument to further evaluate the college's internal climate and other factors contributing to positive employee motivation and satisfaction.

Exit interviews are conducted by the college's Human Resources office to determine if there are issues, concerns or commendations that management should be aware of.

**10. How do you use faculty and staff satisfaction assessment findings to identify and determine priorities for improvement?**

As a model for implementing findings on internal satisfaction surveys, the college's Business Affairs and Student Development Services divisions create an action plan to

address concerns. As the process moves forward to extend this model college wide, improvement strategies will be identified and integrated into the planning process.

## **Category 6 – Process Management**

### **1. How do you determine, and what are (list) your key learning-centered processes that deliver your educational programs, offerings, and student services?**

MTC's key learning-centered processes are determined through a variety of activities. These include surveys of key stakeholders (students, faculty, staff and local employers) to refine the content of course offerings and to determine the appropriate delivery format (face-to-face, online, hybrid, VCR/DVD) and times (day, night, weekend) to meet the needs of the learner. Market analysis and information provided through professional organizations are also incorporated. In many cases, programmatic accreditation standards must also be considered in developing key learning-centered processes.

Key learning processes include the curriculum offerings (general education, major programs and courses, and continuing education offerings), quality instruction (learning-centered teaching approaches, instruction to address a variety of learning styles) and effective support services (financial aid, counseling services, state-of-the-art Libraries and Learning Centers).

### **2. How do you incorporate input from students, faculty, staff, stakeholders, suppliers, and partners for determining your key learning-centered process requirements?**

Input from students is obtained each semester through a combination of course evaluations, student evaluations of instruction, graduate/alumni surveys and other informal evaluation methods. Programs also provide forums for faculty and staff to discuss the results of research findings and to review data from current student, alumni and employer evaluations of the programs and its graduates. Stakeholders participate in planning activities through formal Advisory Committee meetings, the employer survey process, and informal conversations with instructors and department chairs. The academic program process provides a formal structure to collect and analyze the information to determine its application to the programs content and goals.

### **3. How do you incorporate organizational knowledge, new technology, cost controls, and other efficiency and effectiveness factors, such as cycle time, into process design and delivery?**

The college considers historical data when planning semester schedules, uses cost and resource estimates when determining the feasibility of learner-centered initiatives, identifies the steepness and height of the learning curve for all new projects, and utilizes the knowledge and experience of its employees to identify and implement process change.

The college's Office of Internal Audit is an additional resource that identifies and implements process change using independent appraisals of internal processes compared with industry standards and best practices. Other practices that have been implemented to improve efficiency include automatically generated letters to keep students updated on the application process, providing online course registration for students, increasing the number of courses offered via the Internet, offering all required courses for the Associate in Arts and Associate in Sciences degrees on the Internet, equipping all general purpose classrooms with multi-media equipment, installing an automated access system for the library, allowing electronic fee payment, and implementing an electronic document and forms management system to improve the service deliveries of both academic and administrative functions.

In developing its strategic initiatives, the college encourages and seeks input from all of its employees by establishing both Faculty and Staff councils and through the use of numerous committees and task forces. The college's faculty and staff are empowered to seek out and research innovations in technology, network with other programs, attend conferences, and subscribe to educational periodicals to stay abreast of trends in their respective fields. Statewide and national peer groups in all disciplines are encouraged as a venue to learn about best practices that could be beneficial in supporting strategic and program goals.

**4. What are your key performance measures or indicators used for the control and improvement of your learning-centered processes? How do you ensure these processes are used? How does your day-to-day operation of these processes ensure meeting key performance requirements?**

Key performance measures include: student success in courses and programs; student retention in courses and programs; enrollment patterns in courses; programs and departments; graduation and job placement rates; and success on national and regional certification examinations. To ensure these process are used, meetings are regularly scheduled with department chairs and transfer coordinators, semester reports are generated on key performance requirements by department and majors, results are compared with local and national benchmarks, and appropriate actions to be taken are identified.

**5. How do you systematically evaluate and improve your learning-centered processes?**

The college uses an academic program review process to evaluate the effectiveness and efficiency of every program on a regular cycle. A formal review with each department chair is conducted during yearly evaluations, and data analysis and research activities are coordinated with the Office of Assessment Research and Planning. Academic programs are also required to meet periodically with Advisory Committees and to conduct formal DACUMS to collect information related to program content.

**6. What are your key support processes, and how do you evaluate, improve and update these processes to achieve better performance?**

Key support processes are housed across the institution, but primarily within the Student Development Service, Business Affairs and Advancement divisions. Within the academic divisions, key support process include the Learning Centers (Tutors, open computer lab); Libraries; specialized advisors and direct connections between Arts and Sciences and all areas of the college related to learner-centered activities. The methods used to evaluate and improve these processes include: program review, Advisory Committees, student and employer surveys, focus groups, departmental and unit-wide planning activities, departmental and classroom research activities, and the identification and use of Best Practices.

Key support processes housed in the Advancement, Business Affairs, and Student Development Services divisions provide support services in the areas of student recruitment, admission, and placement testing, financial services, assessment, counseling, records, student advisement, development, planning and institutional effectiveness, public affairs, instructional delivery, auxiliary services, budgets, finance and accounting, and human and information resource management. The Business Affairs and Student Development Services divisions have established administrative program review processes for each support service, and formulate actions plans based on the findings to improve effectiveness, efficiency and service delivery. The college has also developed a Cost Analysis Model and Section Size Model to evaluate academic program efficiency.

**7. How does your organization ensure that adequate budgetary and financial resources are available to support your operations? How do you determine the resources needed to meet current budgetary and financial obligations, as well as new education related initiatives?**

The college's extensive strategic planning process employs ongoing data collection and analysis of key indicators such as enrollment patterns, student success rates and instructional costs to project future budgetary needs. The operating budgeting process used by the college recognizes the input of cost center managers who determine the unit's needs. Each unit must demonstrate the linkage between its needs and the accomplishment of priorities outlined in the college's strategic plan. Allocations through the college's annual operating budget recognize these needs as institutional priorities.

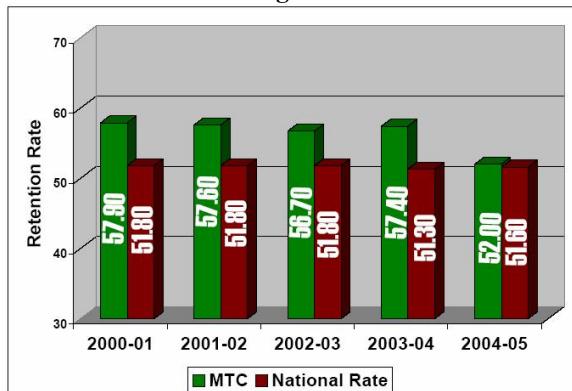
Additionally, an annual facility plan that outlines the needs for operations and maintenance of plant facilities is used for the budget request presentation to the counties. A longer term facility plan is prepared, reviewed and updated annually as the college's initiatives are revised. Additional capital support has been obtained from the counties that will position the college to begin implementation of four major initiatives designed to strengthen the economy and quality of life for communities in the college's service area.

## Category 7 – Organizational Performance Results

### 7.1 What are your performance levels and trends for your key measures on student learning, and improvements in student learning? How do your results compare to those of your competitors and comparable organizations?

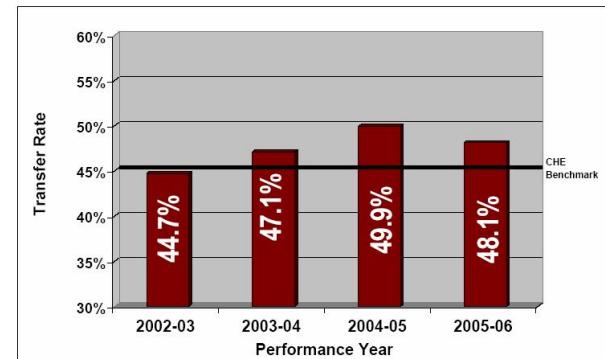
Student retention, graduates, transfer rates and performance on professional examinations provide a comprehensive picture of the college's success in accomplishing its mission to provide "high quality post-secondary education that prepares a diverse student population to enter the job market, transfer to senior colleges and universities, and achieve their professional and personal goals." During the past five years, the college's overall retention rate has exceeded the national rate for two-year colleges. The percentage of first-time, full-time students who graduate or transfer, as measured by South Carolina's performance funding evaluation model, exceeded the benchmark. The number of MTC graduates has trended upward for most years analyzed, and national comparisons indicate that MTC exceeds both the median and 75<sup>th</sup> percentile for its peers based on IPEDS data. Graduates of the college exceed the CHE performance funding benchmark and either exceeds or are comparable to the SC average pass rates on professional licensure examinations for South Carolina.

**7.1-1 MTC Retention Rate Compared to National Average**



Source: American College Testing (ACT)

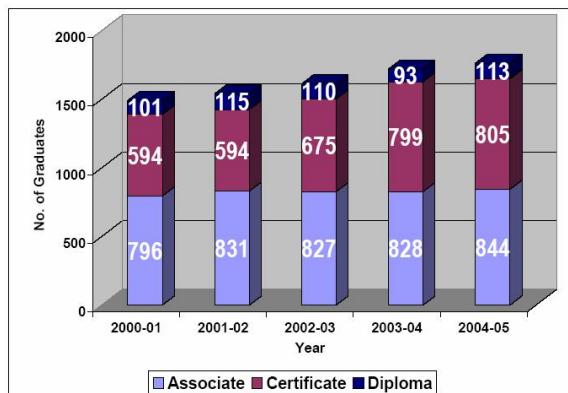
**7.1-2 MTC Graduation/Transfer Rate**



Source: CHE Performance Funding

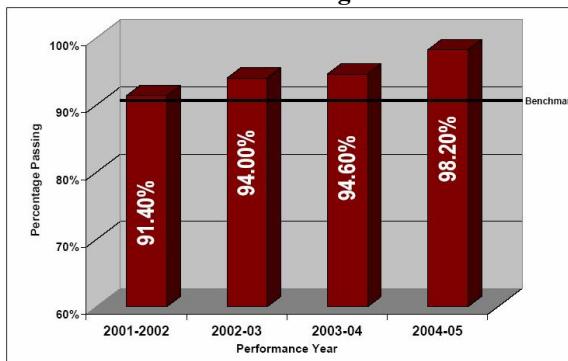


### 7.1-3 MTC Degrees, Diplomas and Certificates



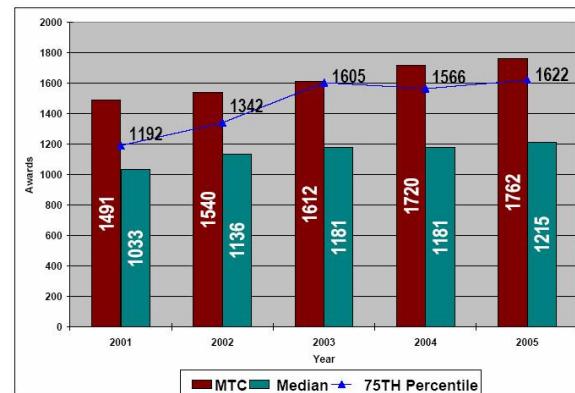
Source: MTC Fact Book

### 7.1-5 MTC Licensure Pass Rates Compared to Performance Funding Benchmark



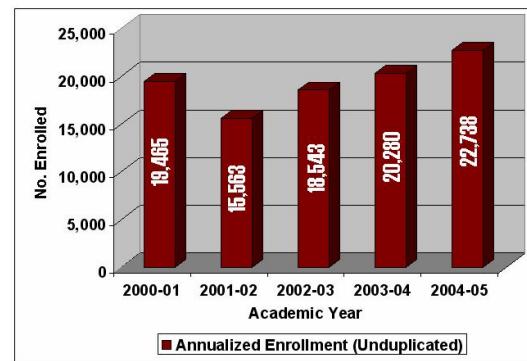
Source: CHE Performance Funding

### 7.1-4 MTC Annual Awards Peer Comparison



Source: IPEDS Peer Analysis System

### 7.1-6 Continuing Education Annualized Enrollment



Source: SBTCE Fact Book

### 7.1-6

### MTC and South Carolina Pass Rates on Professional Examinations

	2004-2005		2003-2004		2002-2003	
	MTC	SC	MTC	SC	MTC	SC
National Council Licensure Exam.- Practical Nurse (LPN)	100.00%	95.00%	98.08%	94.00%	96.20%	99.00%
National Council Licensure Exam.- Registered Nurse (ADN)	97.70%	87.00%	93.44%	90.00%	96.10%	93.00%
National Board for Dental Hygiene Exam	100.00%	90.00%	95.20%	96.00%	100.00%	95.00%
SRTA Regional Exam for Dental Hygienists	95.20%	96.00%	90.00%	94.00%	96.00%	98.00%
Nuclear Medicine Technology, AART	100.00%	100.00%	100.00%	100.00%	88.00%	88.00%
Nuclear Medicine Technology Certification Board Exam.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Source: Examination agencies' reports to CHE

## **7.2 What are your performance levels and trends for your key measures on student and stakeholder satisfaction and dissatisfaction? How do your results compare with competitors and comparable organizations?**

Satisfaction ratings for currently enrolled students, MTC alumni and employers are provided in this section. Currently enrolled student satisfaction is measured by results from the *Faces of the Future* national survey. When asked a series of questions regarding the college's contribution to their growth in a number of areas, in every instance, MTC students rate the college's contributions above the national average. The four highest rated items for surveys conducted in 1999 and 2004 were as follows: increasing my academic competence, learning skills needed specifically for my current or future job, identifying the training/skills required for career opportunities that fit my interests/abilities, and enriching my intellectual life. Responses to the overall satisfaction question were slightly lower than the national average in 2004.

### ***Current Student Satisfaction:***

#### **7.2-1 Current Student Satisfaction**

#### **5 Year Comparison - 1999 to 2004**

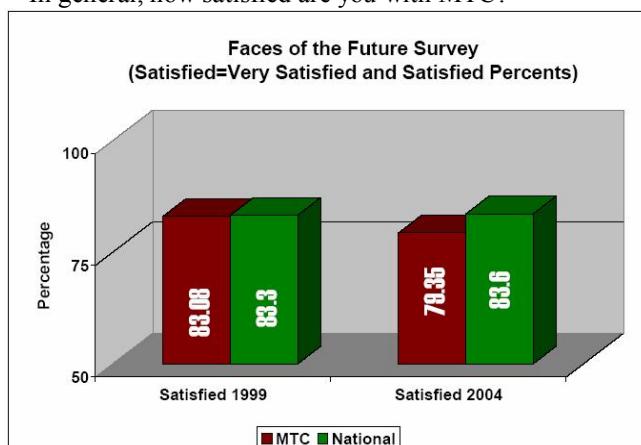
“How much have your experiences at this college contributed to your growth in each of the following areas?”

Question Items	Average rating on a 5 point scale (5 = major contribution and 1= no contribution)			
	1999		2004	
	MTC	Nat'l	MTC	Nat'l
Identifying training and skills for career opportunities that fits my interest/abilities	3.69	3.52	3.74	3.59
Enriching my intellectual life	3.58	3.54	3.58	3.55
Developing self-confidence	3.45	3.36	3.46	3.36
Learning to use a computer for my personal tasks	3.01	2.88	2.81	2.60
Learning how to work effectively as a member of a team	3.03	2.78	2.76	2.54
Learning to use a computer for my work-related tasks	3.13	2.90	3.09	2.90
Communicating with others in the work setting	3.13	2.97	3.06	2.96
Developing an openness to opinions other than my own	3.19	3.10	3.17	3.11
Learning effective leadership skills	3.18	3.00	3.18	3.05
Learning skills needed specifically for my current or future job	3.95	3.74	3.78	3.76
Increasing my academic competence	3.89	3.86	3.90	3.88

*Source: ACT/AACC Faces of the Future Survey*

## 7.2-2 Current Student Satisfaction 5 Year Comparison -1999 to 2004

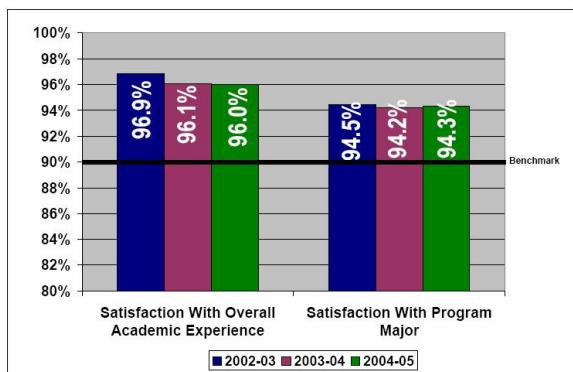
“In general, how satisfied are you with MTC?”



Source: ACT/AACC Faces of the Future Survey

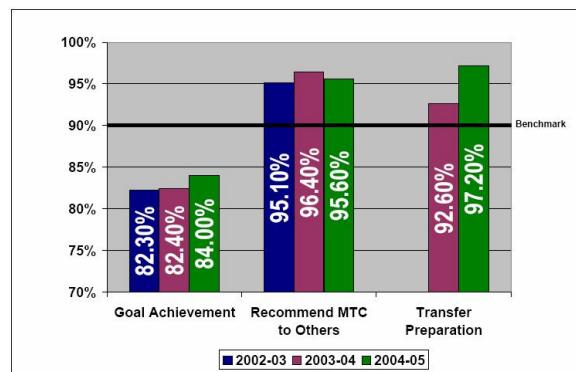
### Alumni Satisfaction:

#### 7.2-3 Alumni Satisfaction – Academic Experience



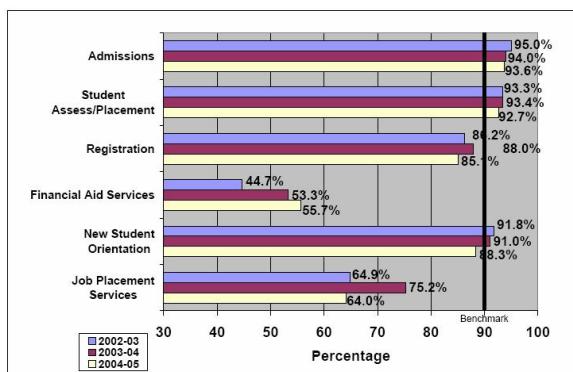
Source: MTC Graduate Follow-up Survey

#### 7.2-4 Alumni Satisfaction – College Experience



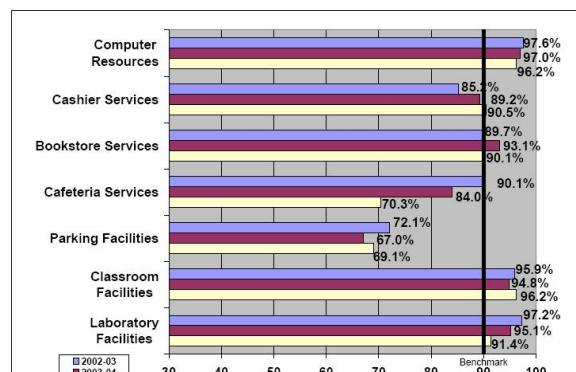
Source: MTC Graduate Follow-up Survey

#### 7.2-5 Alumni Satisfaction – College Services



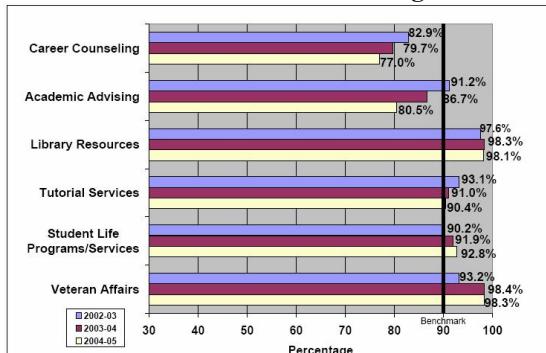
Source: MTC Graduate Follow-up Survey

#### 7.2-6 Alumni Satisfaction – College Services



Source: MTC Graduate Follow-up Survey

### 7.2-7 Alumni Satisfaction – College Services

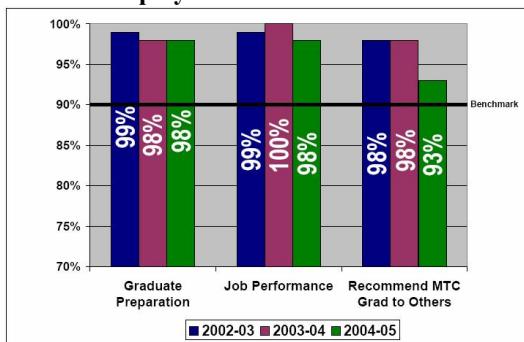


Source: MTC Graduate Follow-up Survey



### Employer Satisfaction:

### 7.2-8 Employer Satisfaction



Source: MTC Employer Survey

### 7.2-9 MTC Graduate Placement

(Employed In Related Field Or Continuing Education)

Year	# of Grads	# Avail. for Placement	# Placed	% Placed
2000-2001	1491	1742	1125	65%
2001-2002	1658	1638	1278	77%
2002-2003	1612	1605	1241	77%
2003-2004	1720	1703	1252	74%
2004-2005	1762	1739	1394	80%

Source: SBTCE Program Evaluation Report

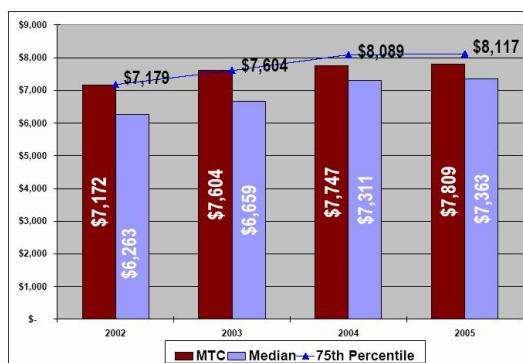


### 7.3 What are your performance levels for your key measures on budgetary and financial performance, including measures of cost containment, as appropriate?

FTE enrollments are used in the budget calculation for student tuition revenue. Tuition revenue generated from college enrollment became the primary source of revenue for college since fiscal year 2003 when direct state revenue was substantially decreased.

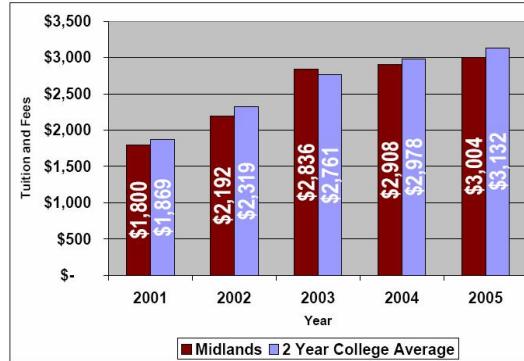
Student FTE has increased by 637 from 2002 to 2005. Approximately 90 percent of the increase occurred between the 2002 through 2004 years, with a leveling off reflected by the 10 percent growth during 2005.

#### 7.3-1 Annual Student FTE Peer Comparison



Source: IPEDS Peer Analysis System

#### 7.3-2 MTC Tuition and Fees Compared to South Carolina Public 2-Year College Average

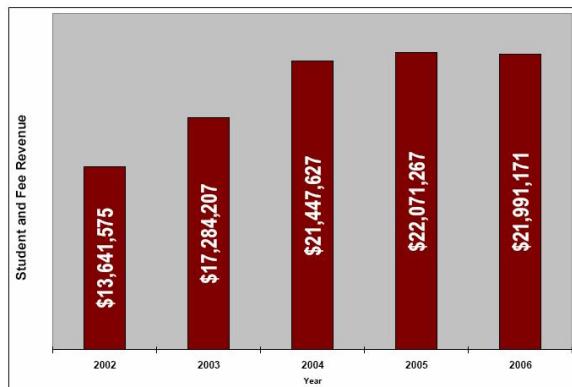


Source: MTC Business Office

While FTE has not increased significantly over the past four years, the rates of tuition revenue have. The college strives to minimize tuition increases to students. However, since the decline in state revenue began in 2003, increases in tuition have been a part of the financial strategies used by the MTC Commission to sustain programs and services for students.

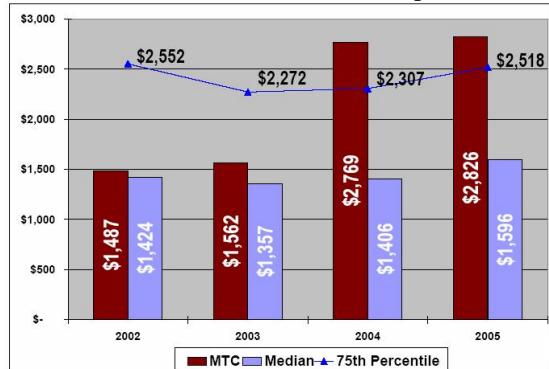
Net student tuition and fee revenue has increased from \$13.6 million in fiscal year 2002 to \$21.9 million in fiscal year 2006, a 61 percent increase over the five year period. Tuition and fee revenue is the largest source of revenue to the college at approximately 27 percent in fiscal year 2006.

### 7.3-3 Student and Fee Revenue



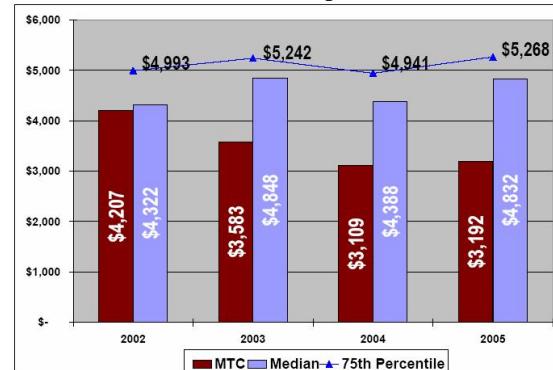
Source: MTC Business Office

### 7.3-4 Tuition and Fees Per FTE Student Revenue Peer Comparison



Source: IPEDS Peer Analysis System

### 7.3-5 State and Local Appropriations Per FTE Peer Comparison

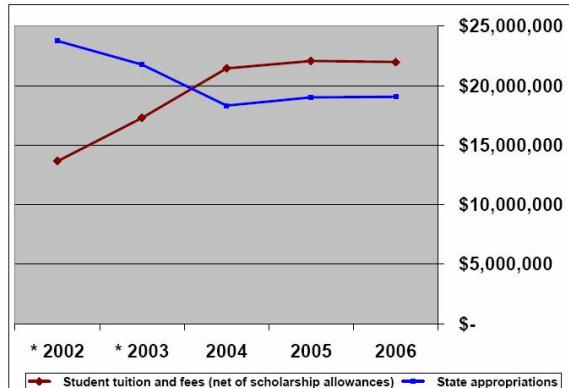


Source: IPEDS Peer Analysis System

Although tuition and fee revenue per FTE at the college appears higher than its national peers, other institutions similar in size, scope and overall budget, a closer look shows that MTC lags behind in state and local support when compared with national peers. Directly linked with tuition and fee revenue in terms of the college's financial health is state appropriations, which comprise approximately 23 percent of total revenue for the college for fiscal year 2006. The dollars have decreased from \$23.8 million in fiscal year 2002 to \$19.0 million in fiscal year 2006. The relationship between the decrease in direct state dollars and the increase in tuition from students is depicted in the graph that follows.

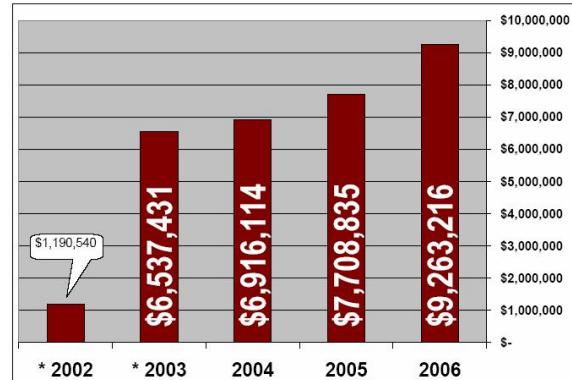


### 7.3-6 MTC State Appropriations and Student Tuition and Fees Revenue Comparison



Source: MTC Business Office

### 7.3-7 MTC State Grants and Contracts

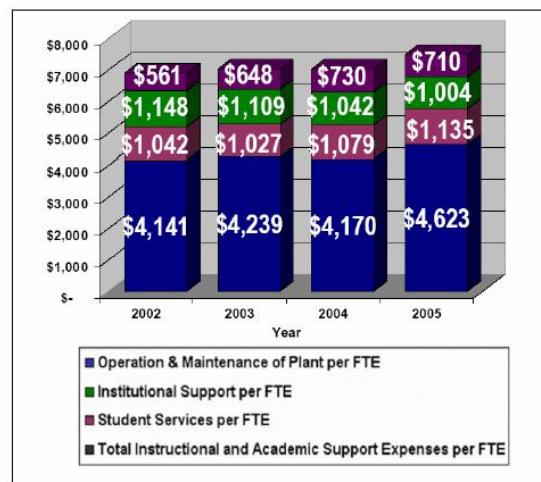


Source: MTC Business Office

Although direct state dollars to the college have decreased, state supported funding to students in the form of scholarships, grants and aid shows a steady increase from approximately \$1.2 million in fiscal year 2002 to approximately \$9.3 million in fiscal year 2006. The increases are made up of South Carolina Lottery Tuition Assistance, State Need Based, and LIFE scholarships.

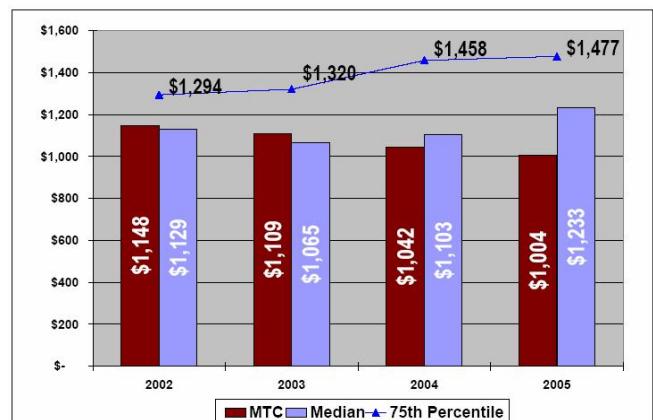
The college administration is cognizant of efforts to contain costs. The key measure for determining cost containment is in the area of institutional support. Expenses in this area include administrative services, management, legal expenses, personnel logistical and support services, public relations and development.

### 7.3-8 MTC Expenses by Functional Categories



Source: MTC Business Office

### 7.3-9 Institutional Support Expenses Per FTE Peer Comparison

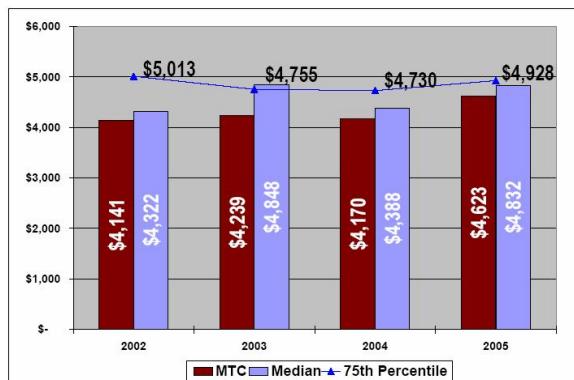


Source: IPEDS Peer Analysis System

The college budgets and spends the largest dollars to support its mission of instruction and academic support, followed by the function of student services, institutional support expenses and operations and maintenance of plant.

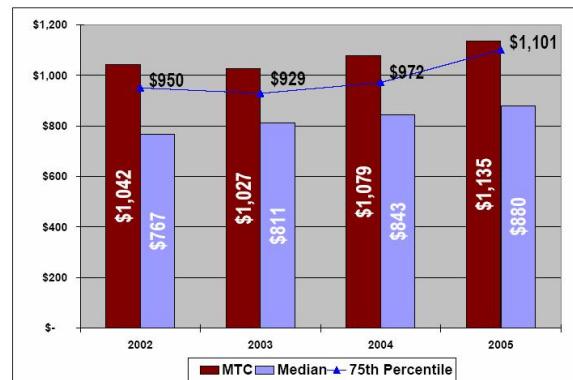
The trend for the college is downward in institutional support expenses over the period from fiscal year 2002 through 2005, which shows the effort the college has made to contain costs over the period. Costs decreased from \$1,148 per FTE in 2002 to \$1,004 per FTE in 2005, a 14 percent decrease. Compared to its national peers the college compares favorably and is in the top quartile in this area. Figure 7.3-9 reflects this data.

#### 7.3-10 Instructional and Academic Support Per FTE Peer Comparison



Source: IPEDS Peer Analysis System

#### 7.3-11 Student Services Expenses Per FTE Peer Comparison



Source: IPEDS Peer Analysis System

The decrease in institutional support expenses per FTE has been shifted to instruction and academic and student support, which is indicated by the increases in these areas. Figures 7.3-10 and 11 reflect this data.

The trend in instruction and academic support expenses for the college is upward. MTC shows approximately a 12 percent increase in instruction and academic support expenses over the four-year period from fiscal years 2002 through 2005. A comparison with the national peers shows MTC generally rates favorably in this area.

Student support expenses at MTC for each of the four years have remained above its national peers, ranking the college in the top quartile. Expenses per FTE range from \$1,042 in fiscal year 2002 to \$1,135 in fiscal year 2005.

Another key measure on budgetary and financial performance is the review of costs for academic programs at the college. For the past several years the college has undertaken a significant cost analysis of its academic programs by developing a model that looks at college wide revenues and expenses. The model distributes them on a proportional basis to each program based on credit hours and FTE generated in each program. The study took place as a result of the Commission's request for information concerning the cost of the college's academic programs. The model validated the true costs of academic

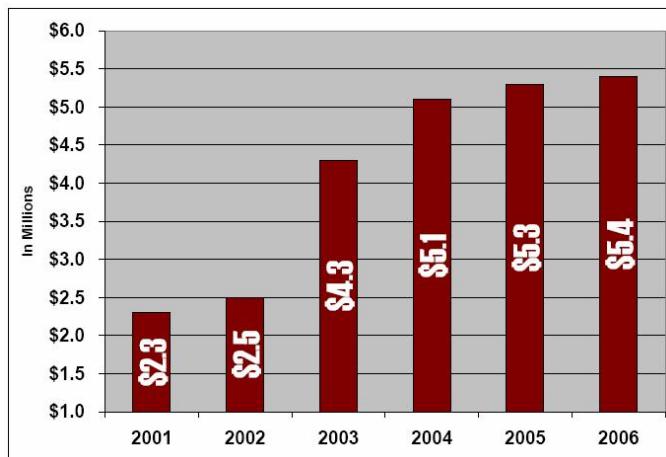
programs and was used in legislative action in obtaining \$600,000 additional recurring state dollars annually for the nursing program, in excess of \$1.8 million since its inception.

The initial study was completed during the 2003 fiscal year based on data from fiscal year 2001. The study was updated in 2004 after implementing the GASB reporting model, and again in 2006 based on the 2005 fiscal year data.

The college received peer validation when it presented the model at the Government Finance Officers Association, Southern Association College and University Business Officers (SACUBO) and at Community College Business Officers (CCBO) conferences. The model received the 2005 CCBO Exemplary Practices and the 2006 SACUBO Best Practices awards.

The Foundation began a \$5 million capital campaign during the 2000 – 2001 fiscal year. Total assets increased from \$2.3 to \$5.4 million from fiscal years 2001 through 2006, the largest increase in the history of the Foundation.

**7.3-12 MTC Foundation Total Assets**



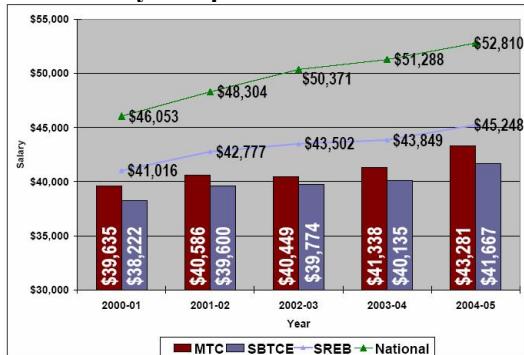
*Source: MTC Business Office*

**7.4 What are your performance levels and trends for your key measures on work system performance, faculty and staff learning and development, and faculty and staff well-being, satisfaction, and dissatisfaction?**

MTC faculty salaries exceed the SBTCE system average but lag behind both the SREB and national averages. Based on OHR data, MTC exceeds the state average for class codes of its staff in more than 65 percent of the common class codes used by the college.

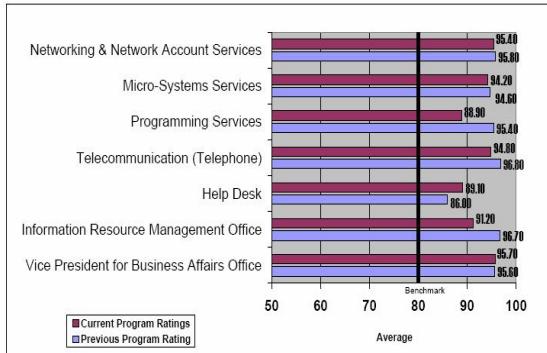
Faculty and staff satisfaction exceeds the established in the MTC Critical Success Factors' benchmarks in both the Business Affairs division and Student Development Service division surveys administered as part of their program review process.

#### 7.4-1 Average Nine Month Faculty Salary Comparison



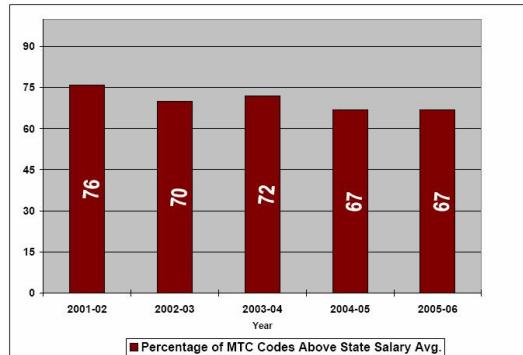
Source: SREB Fact Book and SC CHE

#### 7.4-3 Administrative Programs and Service Assessment (Business Affairs Division)



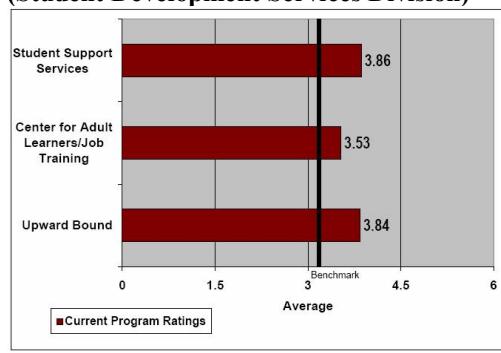
Source: MTC BA Service Quality Survey

#### 7.4-2 Staff Salary Comparison to SC Class Code



Source: OHR Class Code Salary Comparison

#### 7.4-4 Administrative Programs and Service Assessment (Student Development Services Division)



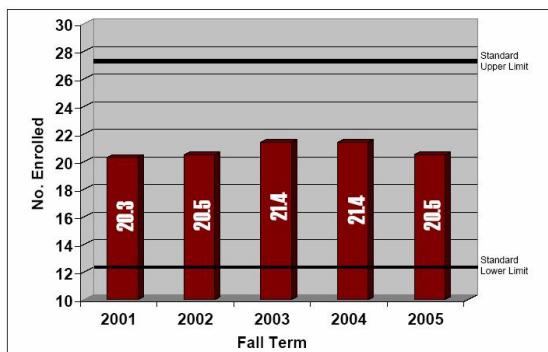
Source: MTC SDS Program Review

#### 7.5 What are your performance levels and trends for your key measures of organizational effectiveness/operational efficiency, learning-centered and support process performance (these could include measures related to the following: student performance and development; the education climate; responsiveness to student and stakeholder needs; supplier and partner performance; and cycle time).

MTC falls within all benchmarks established by CHE performance funding measures related to average lecture size, the ratio of full-time faculty compared to other full-time employees, and FTE students to FTE faculty. The college has also achieved the 75<sup>th</sup> percentile when annualized FTE student to FTE faculty is compared to national IPEDS data.

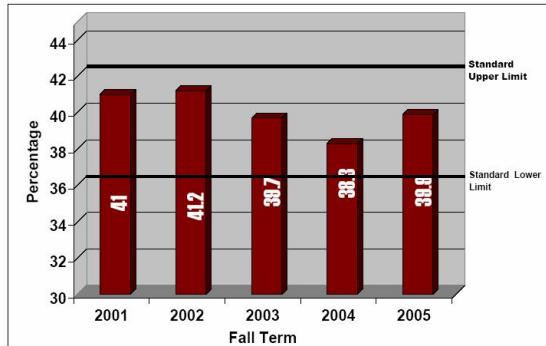
The college is approximately equal to the facility utilizations standards established by the SC CHE for average square-foot-per-student station, station utilization, average room use hrs/week, and space factor. Finally, all accreditable programs offered at the college have received external accreditation.

**7.5-1 MTC Average Lecture Size**



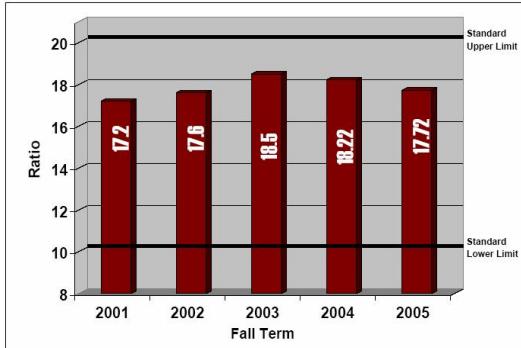
Source: MTC - ARP Office

**7.5-2 MTC FT Faculty/Other FTE Employees**



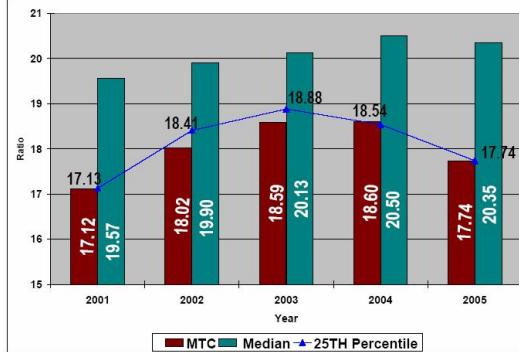
Source: MTC - ARP Office

**7.5-3 MTC FTE Student to FTE Faculty Ratio**



Source: MTC - ARP Office

**7.5-4 Annualized FTE Student to FTE Faculty Peer Comparison**



Source: IPEDS Peer Analysis System

**7.5-5**

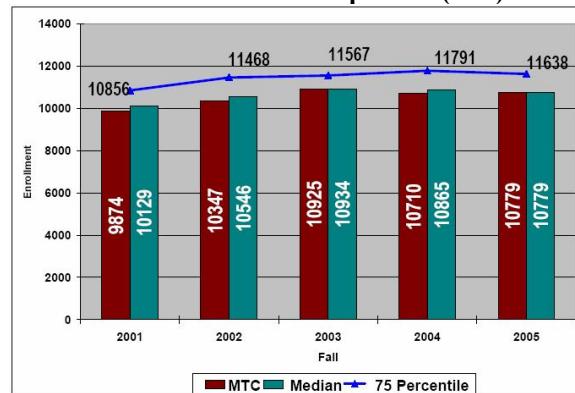
**Facilities Utilization**

	AVG. SF PER STUDENT STATION	STATION UTILIZATION	AVG. ROOM USE HRS/WEEK	SPACE FACTOR
	CHE Std. =22	CHE Std. =60%	CHE Std. =30	CHE Std. =1.22
<b>2001</b>	21.5	54.0%	32.51	1.21
<b>2002</b>	21.2	65.0%	29.78	1.10
<b>2003</b>	21.4	70.0%	29.20	1.04
<b>2004</b>	21.4	70.0%	28.23	1.08
<b>2005</b>	21.7	68.0%	29.16	1.10

**7.6 What are your performance levels for your key measures related to leadership and social responsibility: a. accomplishment of your organizational strategy and action plans, b. stakeholder trust in your senior leaders and the governance of your organization and c. fiscal accountability; and, regulatory, safety, accreditation, and legal compliance**

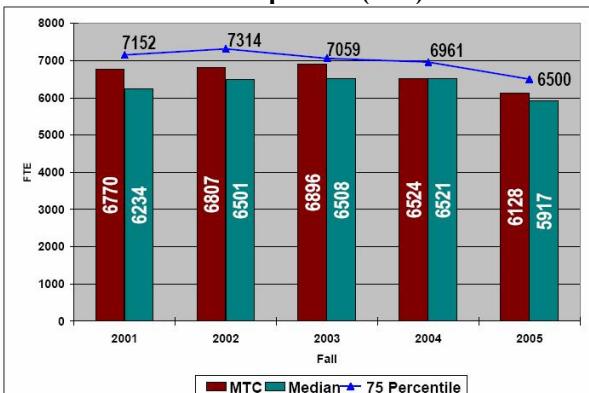
The college approximates the median headcount enrollment level for its peer institutions but is slightly below the 75<sup>th</sup> percentile for enrollment. MTC however generally exceeds the FTE enrollment for its peer group and approximates the 75<sup>th</sup> percentile for FTE students. The college's goal attainment percentage has exceeded the diversity standard established by the SC Human Affairs Commission with at least a 94 percent attainment rate in each of the last five years. The number and percentage of "Black" and "Other" minority faculty has remained constant from Fall 2002 to Fall 2005. The percentage of Blacks in the staff category has fluctuated during the four years examined but overall has increased from 33.7 percent in Fall 2002 to 35.3 percent in Fall 2005.

**7.6-1 Headcount Peer Comparison (Fall)**



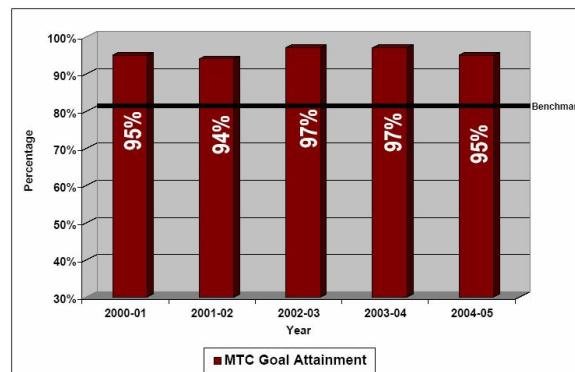
Source: IPEDS Peer Analysis System

**7.6-2 FTE Peer Comparison (Fall)**



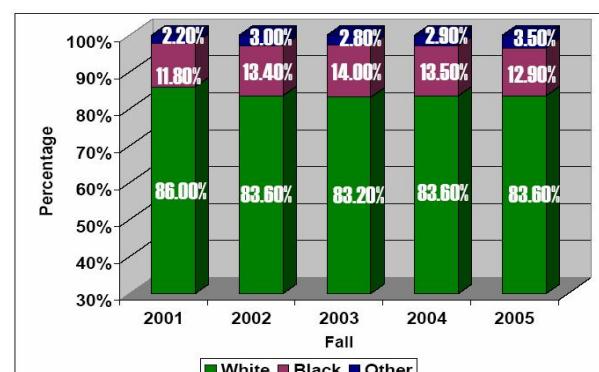
Source: IPEDS Peer Analysis System

**7.6-3 MTC Attainment of Diversity Goals**



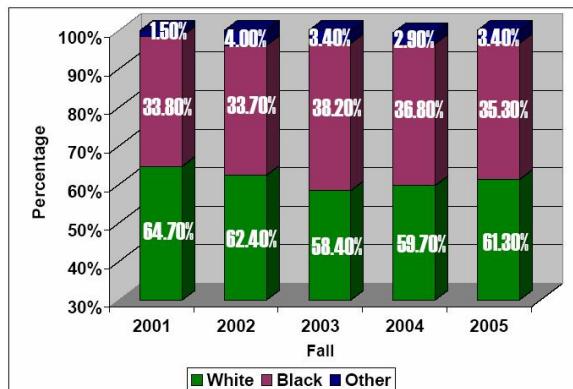
Source: SC Human Affairs Commission

**7.6-4 MTC Faculty Diversity (Full and Part-time)**



Source: Workforce Analysis Reports

### 7.6-5 MTC Staff Diversity (Full and Part-time)



Source: Workforce Analysis Reports

MTC faculty and staff have been recognized for their contributions to their various peer groups, and serve on numerous national, regional and state boards. A list of these accomplishments is listed in Table 7.6-6. The college also has received accreditation for all programs that are accreditable by external agencies. MTC has received a score of 3, the highest possible score, for the past 10 years through the Performance Funding requirement administered by the SC Commission on Higher Education. The programs and their accrediting agencies are provided in Table 7.6-7.

### 7.6-6 National Recognition, Honors and Board Memberships

National Recognition And Honors	National/Regional Board Memberships
<b>Cost Analysis Model</b> - National recognition for Exemplary and Best Practices in Higher Education by the Community College Business Officers (CCBO) and the Southern Association of college and University Business Officers (SACUBO).	<b>ACBSP</b> - Chair-elect, Associate Degree Commission; Chair- Associate Degree Commission Standards Deployment Committee; Member-Board of Directors, Board of Directors Audit Committee; Associate Degree Commission Outcomes Assessment Task Force; Associate Degree Commission Core Competencies Task Force
<b>CAFR</b> - Received GFOA Certificate of Achievement for Excellence in Financial Reporting	<b>NCATC</b> - Member Presidents' Advisory Council and Regional Coordinator
<b>NISOD Excellence Award</b> – In 2006, 15 recipients were honored for teaching excellence and contributions to student success	<b>American College Testing (ACT)</b> – Serves as SC State Representative and member of National Advisory Board
<b>Outstanding Business Officer Awards</b> - Won the CCBO Region 12 Outstanding Business Officer Award and the CCBO Overall International Outstanding Business Officer Award in 2005	<b>National Council on Student Development (NCSD)</b> – Serves as Southeast Regional Representative and is a Past President of the Council.
<b>Published Article</b> - <i>Off-the-Shelf Facilities Plans</i> in Business Officer national NACUBO publication	<b>Community College Business Officers</b> - President-elect

<b>Published Article - <i>Obtaining Institutional Effectiveness Through Risk Management Protecting A Community College's Academic And Operational Reputation Is Key To Continuing Operations</i></b> in online Institute of Internal Auditors newsletter	<b>Southern Association of College and University Business Officers</b> - Serves as Board Member and Chair of Two Year College Constituent Committee
<b>Published Article - <i>Bottomline: A Case Study: An Analysis of Risk Management in a Community College</i></b> in the Community College Business Officer (CCBO) newsletter and web site	<b>National Association of College and University Business Officers Two Year College</b> - Serves as Chair of Constituent Committee
<b>Microsoft Office Specialist</b> - Received expert certification in Excel and MSAccess.	<b>National Datatel Users Group</b> - Serves on Client Advisory Technical Team Member
<b>National Council for Continuing Education and Training</b> - Received the Regional Leadership Award	<b>Southeastern Datatel User Group</b> - Serves on Technical Advisory Group
<b>Society for Human Resource Management (SHRM)</b> - Received Professional in Human Resources certification	<b>SC Association of Higher and Continuing Education (SCAHCE)</b> – Serves on Board of Directors and is Membership Chair
<b>Phi Theta Kappa (PTK) Student Award</b> - One of thirty selected nationally to receive (PTK) 2006 "Leader of Promise"	<b>Information Technology Professionals</b> - Serves as Past chair and President
<b>Phi Theta Kappa (PTK)-USA Today Student Recognition</b> - Top SC PTK-USA Today All Academic Team member; one of 50 recognized by (AACCC) as a 2005 "New Century Scholar"	<b>North American Council of Automotive Teachers (NACAT)</b> – Served as Board and Ad Hoc Committee member
<b>National Council for Marketing and Public Relations (NCMPR)</b> – National Paragons awards for excellence in Marketing and public relations	<b>Admissions Marketing Report</b> – national awards for excellence in public relations, video production and marketing
<b>Published Article – <i>Strategic Positioning and Tactical Activism</i></b> in the ACCT Trustee Quarterly	<b>NCMPR District Two</b> – Regional Medallion awards for marketing, public relations and video production



## 7.6-7 Accreditation of Degree Granting Programs

ACCREDITING AGENCIES AND AREAS	Accreditable Program	Fully Accredited Program
<b>ACCREDITING BOARD FOR ENGINEERING AND TECHNOLOGY, INC.</b>		
Engineering Technology (ENGT) – Associate degree programs in engineering technology	3	3
<b>AMERICAN DENTAL ASSOCIATION</b>		
Dental Assisting (DA)	1	1
Dental Hygiene (DH)	1	1
<b>AMERICAN PHYSICAL THERAPY ASSOCIATION</b>		
Physical Therapy (PTAA) Assistant	1	1
<b>ASSOCIATION OF COLLEGIATE BUSINESS SCHOOLS AND PROGRAMS</b>		
Business (BUAD) -	1	1
<b>COMMISSION ON ACCREDITATION OF ALLIED HEALTH EDUCATION PROGRAMS</b>		
Medical Assistant (MA)	1	1
Respiratory Therapist (REST)	1	1
Respiratory Therapy Technician (RESTT)	1	1
Surgical Technologist (ST)	1	1
<b>JOINT REVIEW COMMITTEE ON EDUCATION IN RADIOLOGIC TECHNOLOGY</b>		
Radiologic Technology (RAD) -	1	1
<b>JOINT REVIEW COMMITTEE ON EDUCATIONAL PROGRAMS IN NUCLEAR MEDICINE TECHNOLOGY</b>		
Nuclear Medicine Technologist (NMT) -	1	1
<b>NATIONAL LEAGUE FOR NURSING, INC</b>		
Nursing (PNUR) - Practical nursing programs	1	1
Nursing (ADNUR) - Associate degree programs	1	1

Source: *CHE Performance Funding*

## **Appendix A**

# MIDLANDS TECHNICAL COLLEGE PROCEDURE

<u>Title</u>	<u>Revision Number</u>	<u>Page</u>	<u>Number</u>
Safety	2	51 of 2	7.8.1

**Legal Authority:**

Midlands Technical College Policy 7.8  
Safety

James L. Hudgins                    8/1/96                    Vice President for Business Affairs  
Authorization                    Date                    Authority

*Reviewed with no change: 3/2006*

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I.      Purpose

To establish guidelines for the conducting of a comprehensive safety program for Midlands Technical College.

II.     Procedures

A.     Responsibility: The responsibility for the college's comprehensive safety program is assigned to the Vice President for Business Affairs (VPBA).

1.     The VPBA will develop the program, periodically review and update the program, and establish guidelines, check lists, etc., as required, to implement the program. Other responsibilities include monitoring and periodic review of activities associated with the program and, as delineated within this procedure, the actual inspection of facilities and equipment to ensure appropriate safety.
2.     Faculty and staff members with responsibilities for specific facilities such as laboratories or shops will be responsible for the safety of these areas including the safety involving operations of equipment. It will be the responsibility of these individuals to periodically inspect and report conditions which can cause an unsafe situation and also conduct safety classes for students the beginning of each term.

B.     Special Programs: The college shall conduct special safety programs and publish as appropriate procedures dealing with the broad area of

emergency actions, college closings due to weather and hazardous materials.

- C. General Safety: The Operations Office will conduct an annual comprehensive safety inspection of all facilities under control of the college. In addition to the annual inspection, the VPBA or his designee will conduct periodic unannounced visits to high risk areas to ensure that safety procedures and conditions are adequate. The State Fire Marshall's Office will be requested to inspect all college facilities annually. When unsafe conditions are identified, appropriate action will be taken in coordination with the custodian of the facility, laboratory or shop as appropriate to ensure the situation is corrected.
- D. Contact for Regulations: The Director of Operations will serve as college focal point concerning federal, state and local regulations that pertain to safety. The Director will advise the staff and faculty concerning these regulations as appropriate. A central depository of rules and regulations concerning safety matters will be maintained by the director.

# MIDLANDS TECHNICAL COLLEGE PROCEDURE

<u>Title</u>	<u>Revision Number</u>	<u>Page</u>	<u>Number</u>
Emergency Threats	4	1 of 2	7.9.1

## Legal Authority:

Midlands Technical College  
Policy 7.9 Emergency Preparedness

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<u>Barry W. Russell</u>	<u>11/19/03</u>	<u>Vice President for Business Affairs</u>
<u>Authorization</u>	<u>Date</u>	<u>Authority</u>

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## I. Purpose

To provide standardized procedures to be followed during emergency actions involving college personnel, students or facilities.

### A. Responsibility

The Vice President for Business Affairs (VPBA) is responsible for developing and implementing emergency actions to deal with threats to the college's personnel, students and facilities.

### B. Fires -- When a fire is detected:

1. The building fire alarm will be activated. If building is not equipped with a fire alarm system, a verbal notification will be given by passing the word to building occupants.
2. College personnel may also call the college's emergency number (7440 from a college phone or 738-7199 from a cell or other phone) to give the location of the fire.
3. When a fire alarm is sounded, personnel occupying the building will evacuate the facility.

C. Fire Alarm Tests

1. To ensure fire safety, the college will conduct periodic fire alarm tests. Additionally, at the beginning of the term, faculty will inform students of the evacuation route from the room to the Fire Assembly Area as shown in the Evacuation Plan posted in each room. If disabled students are in class, the instructor will designate other students to assist them in case of fire. In multi-story buildings, at least two people should be designated for each disabled person.
2. Fire alarm tests will be scheduled and conducted by the Operations Office on each campus. Fire alarm tests will be conducted prior to the fall semester in all buildings where classes are held. Faculty and staff will be advised in advance of scheduled fire alarm tests.

D. Bomb Threats:

1. Any individual receiving a bomb threat should notify Security by phone. Individual should refrain from discussing the incident with anyone other than security or police personnel to prevent starting unwarranted rumors.
2. If a bomb threat is received by mail, immediately limit handling the letter more than necessary to facilitate examination for fingerprints.
3. If a bomb threat is received by telephone, the recipient should remain calm and obtain as much information as possible from the caller. If possible, write down the information that is received - ask questions.
  - a. After the caller has hung up, immediately notify Security or have a colleague notify Security if the caller stays on the line.
  - b. The Director of Operations or other officials contacted shall make an immediate decision as to whether to evacuate buildings based on the bomb threat message.
  - c. If the building is to be evacuated, the fire alarm system or other appropriate method will be used to signal occupants to leave.

E. Civil Disturbance

Any college personnel noting a situation, which could result in a civil disturbance, will notify the Security Office of the nature of the situation and its location. Security personnel will immediately investigate to determine appropriate actions to be taken.

F. The VPBA will develop and publish appropriate implementing processes to protect college personnel and facilities from other emergencies resulting from natural, human or mechanical disasters such as earthquakes, failure of mechanical systems, etc.