



Northeast Lakeview College
Strategic Plan Status Report
FY '17



Mission Statement

Northeast Lakeview College is a public community college within the system of Alamo Colleges, established in partnership with its communities, that is focused on student success through the offering of Associate degrees and continuing education, promoting engagement in civic activities and organizations, and encouraging participation in cultural and enrichment programs.



General Education Competencies

Critical Thinking Skills: The NLC core curriculum will advance students' critical thinking, innovation, inquiry, and analysis, evaluation and synthesis of information.

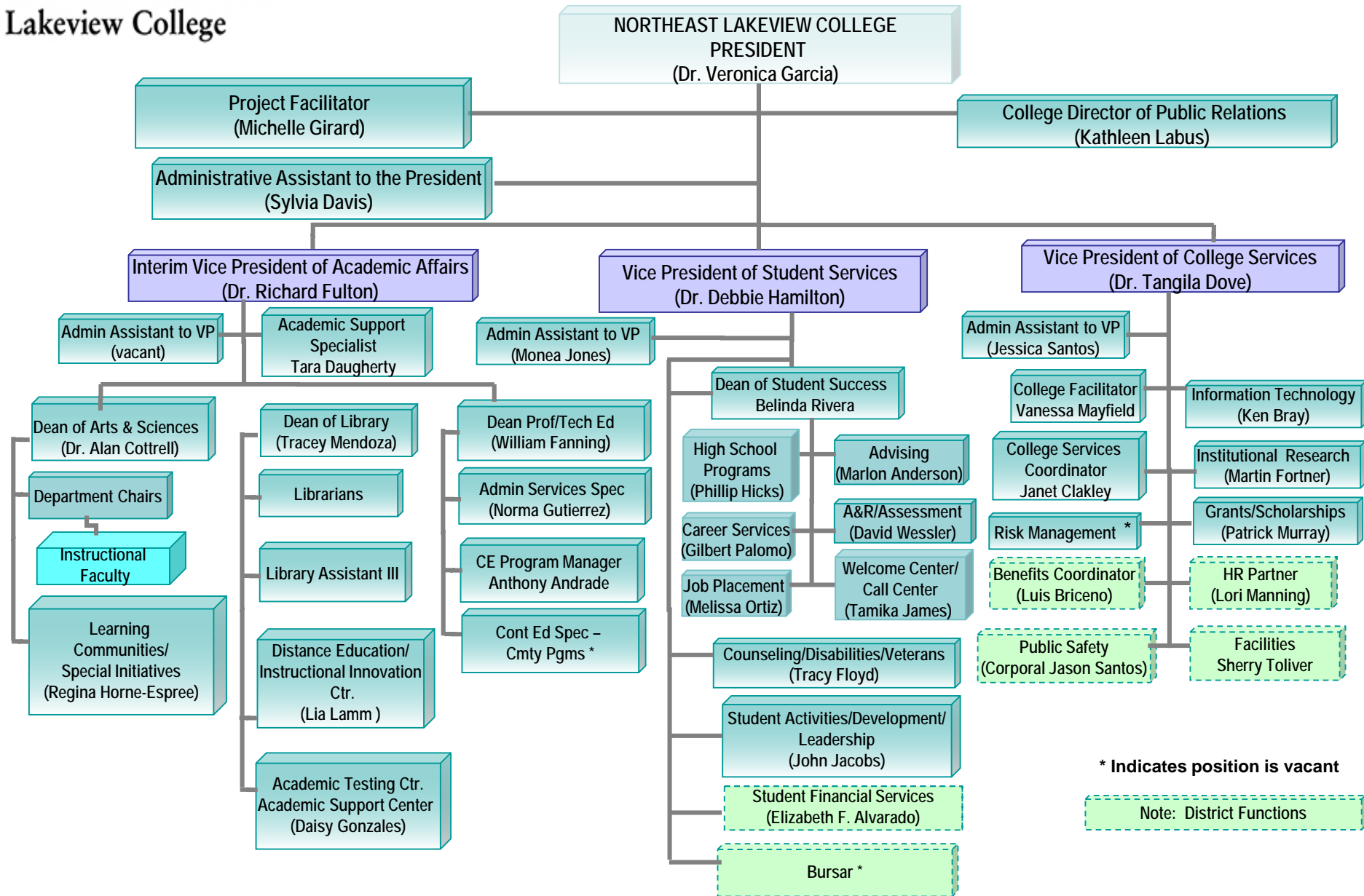
Communication Skills: The NLC core curriculum will advance students' effective development, interpretation and expression of ideas through written, oral and visual communication.

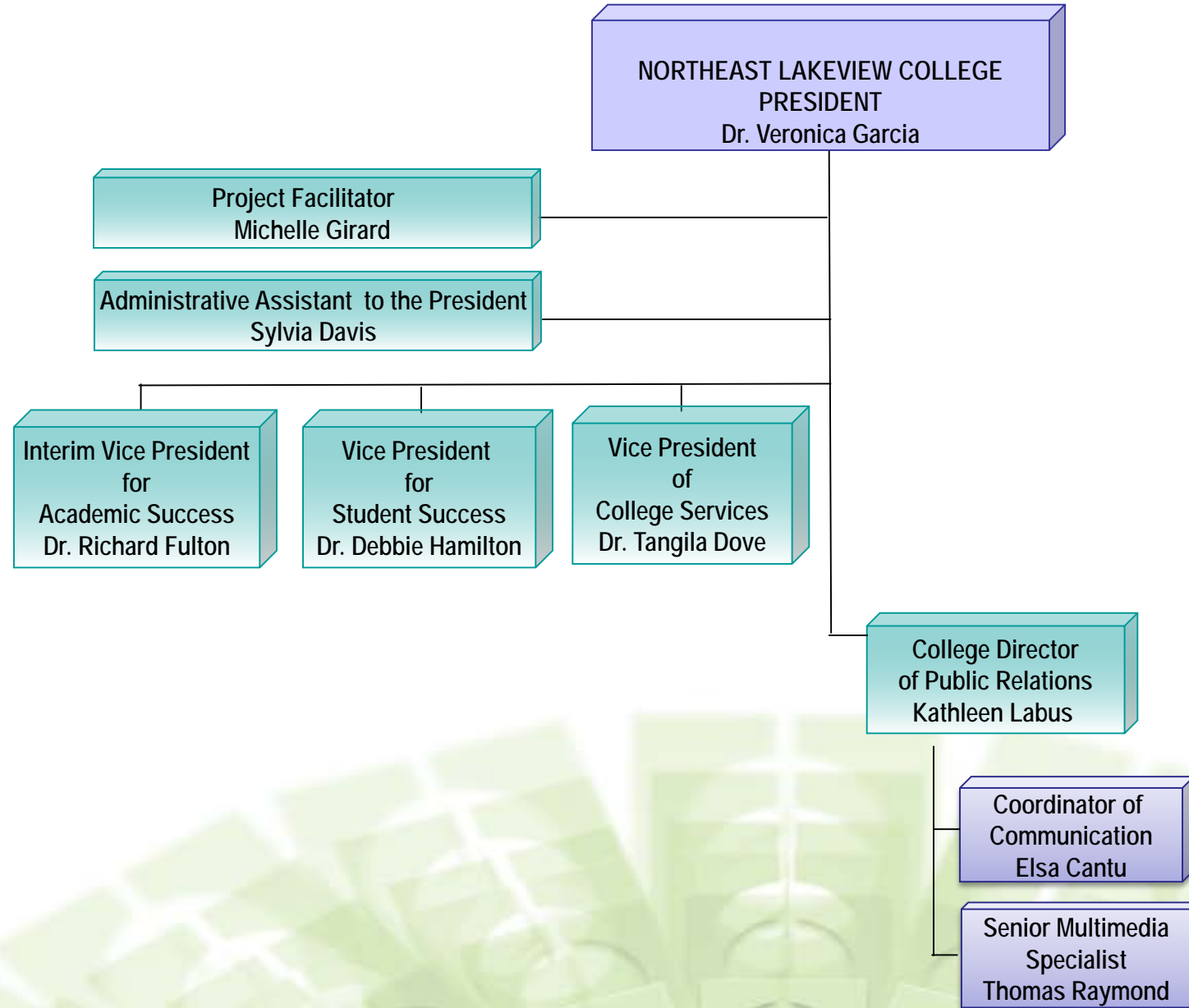
Empirical and Quantitative Skills: The NLC core curriculum will advance students' ability to manipulate and analyze numerical data or observable facts resulting in informed conclusions.

Teamwork: The NLC core curriculum will advance students' ability to consider different points of view and to work effectively with others to support a shared purpose or goal.

Personal Responsibility: The NLC core curriculum will advance students' ability to connect choices, actions and consequences to ethical decision making.

Social Responsibility: The NLC core curriculum will advance the students' intercultural competence, knowledge of civic responsibility, and the ability to engage effectively in regional, national, and global communities.



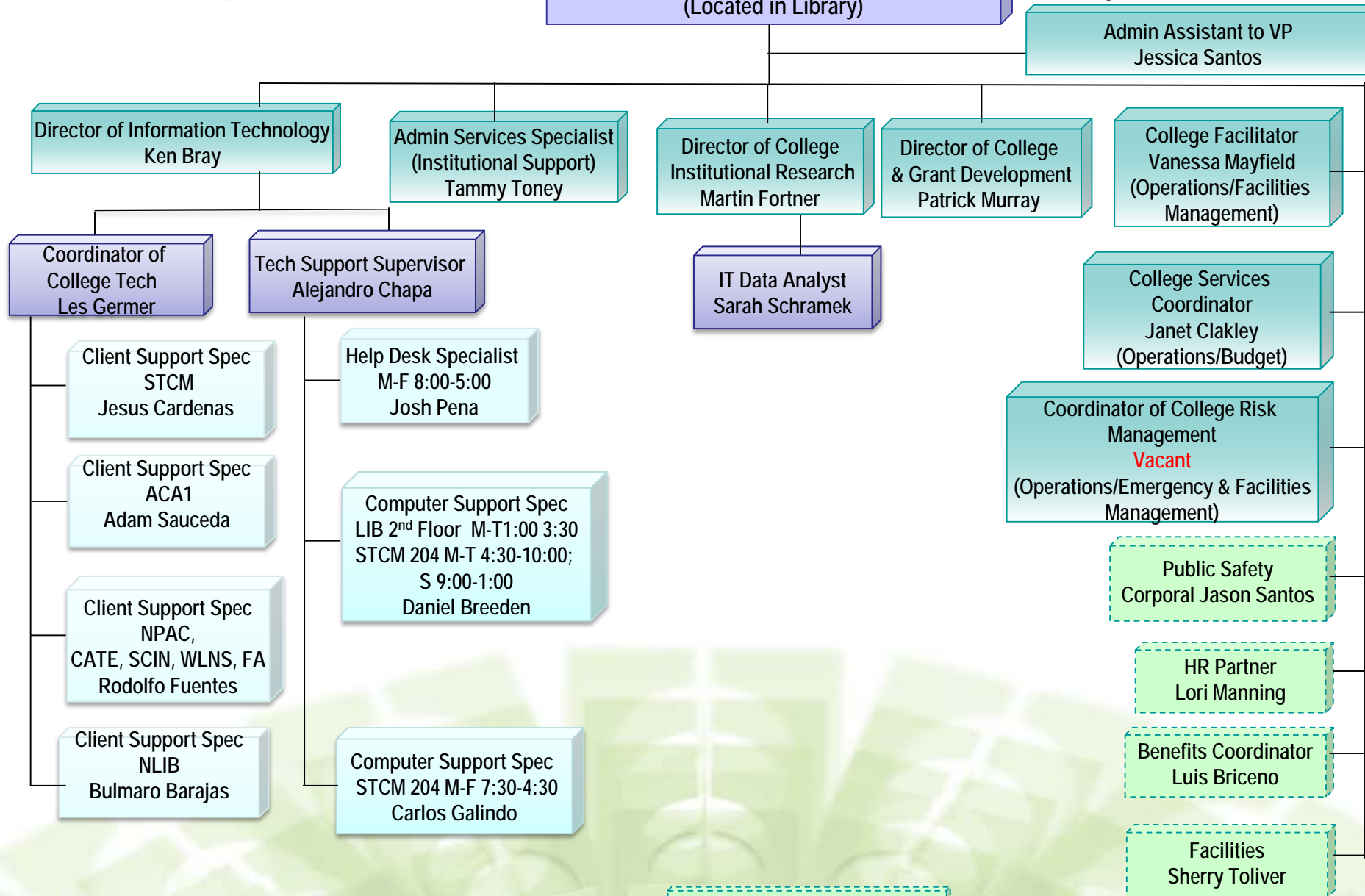




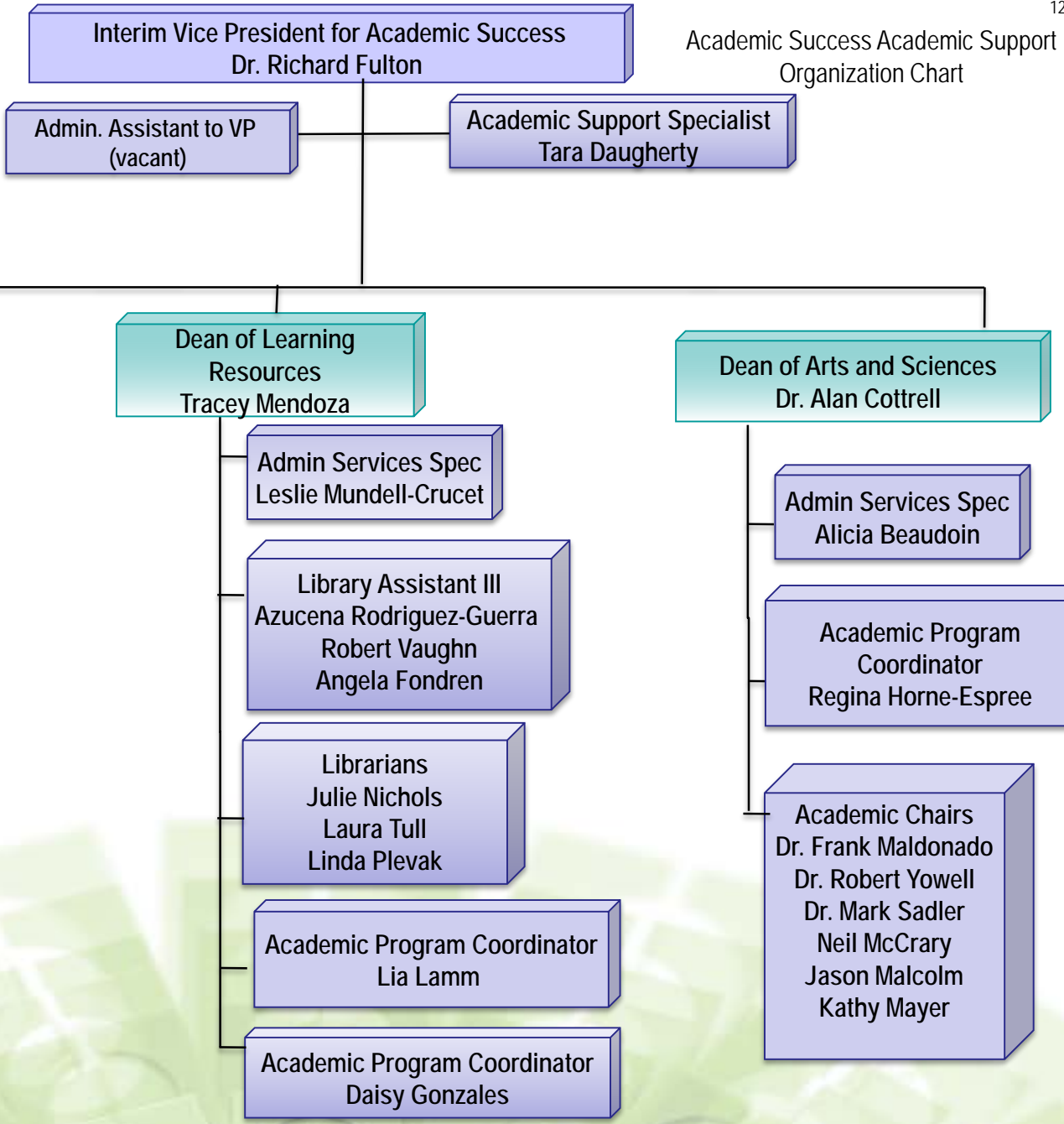
Vice President of College Services
Dr. Tangila Dove
(Located in Library)

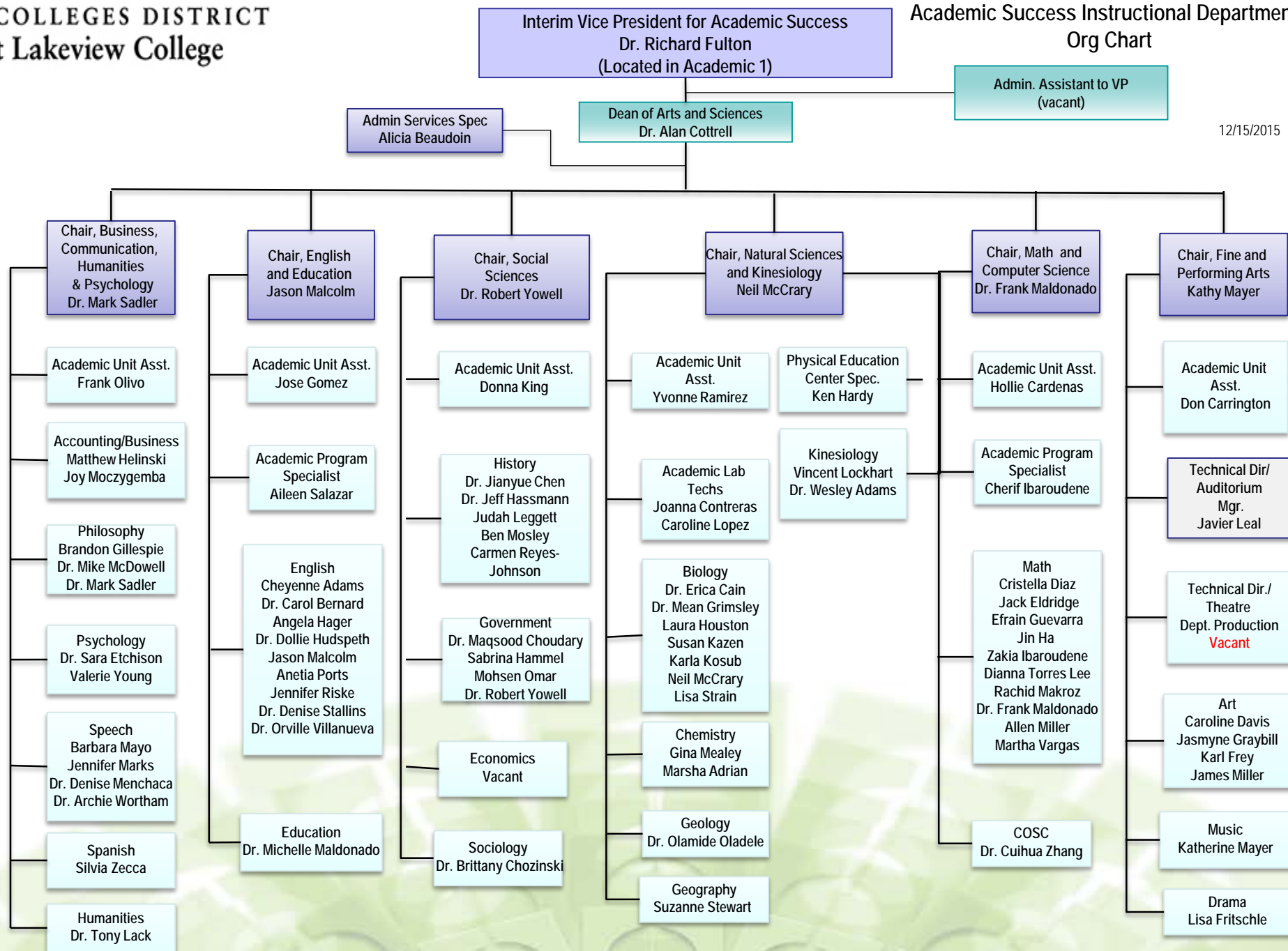
College Services
Organization Chart

8/16/2017



Note: District Functions





12/15/2015



GOAL I: Student Success & Learning

Objective I: Enhance Learning

Create innovative methods, processes, and resources to enhance student learning.

Strategies

1. Utilize high-impact practices in teaching and learning
2. Develop opportunities for cross-curricular / programmatic learning
3. Enhance opportunities for faculty and staff professional development
4. Expand capacity of learning support
5. Enhance methods for assessing and improving student learning

Objective II: Enhance Student Support

Develop infrastructure and opportunities for innovative methods, processes, and resources to enhance student success.

Strategies

1. Implement relevant aspects of AlamoINSTITUTES
2. Implement relevant aspects of Completion by Design
3. Expand opportunities for student engagement
4. Implement cross-college processes for intrusive advising



GOAL II: Valuing and Empowering People

Objective I: Culture of Inclusion

Develop a culture in which people's needs, ideas, and involvement are critical parts of the operations and mission of the institution.

Strategies

1. Develop structure for shared organizational leadership
2. Implement additional communication venues to meet the needs for increased employee engagement and continuous quality improvement throughout the College
3. Strengthen programs that support wellness and safety
4. Strengthen the College institutional structure and supervisory relationships to support teams that are student-focused, impactful, and effective
5. Ensure sufficient staffing levels and infrastructure to support program and curricular growth

Objective II: Employee Development and Recognition

Create opportunities to support, share, recognize, and celebrate the accomplishments of NLC employees.

Strategies

1. Implement robust professional and leadership development programs
2. Expand the number of ongoing awards, honors, and celebrations for recognizing accomplishments of NLC employees



GOAL III: Communications and Community Engagement

Objective I: Increase engagement to fulfill NLC's mission

Expand relationships with local partners and develop awareness of College resources and services throughout our surrounding service areas.

Strategies

1. Obtain and maintain regional accreditation for continuous quality improvement
2. Develop strategies to enhance awareness of the College and its service(s) and increase usage of the College's facilities
3. Build systems to ensure transparency and timely dissemination of information to both internal and external constituents
4. Create programs with local partners that jointly promote organizational mission and goals





GOAL III: Communications and Community Engagement

Objective II: Workforce Development

Facilitate formalized partnerships to support our industry and workforce community.

Strategies

1. Effectively utilize market research and data for program development
2. Establish industry groups that will serve as advisors regarding programs of need and interest to our larger community
3. Develop curricula for programs that will strengthen the economic development of the region
4. Formalize partnerships with businesses and the community to expand workforce opportunities for students.

Objective III: Civic and Cultural Enrichment

Foster a culture of civic responsibility and cultural awareness.

Strategies

1. Increase community engagement, civic involvement, and service learning among students, faculty, and staff
2. Increase on-campus civic and cultural opportunities for community members



NLC FY 2017 Strategic Plan Status Executive Summary Strategies

- College receive SACSCOC Accreditation December 2017
- Increase overall number of certificates and degrees to 9% by October 2017.
- Increase number of core completers by 13% by October 2017
- Use Alamo Institutes to assign 90% of all FTIC and new transfer students to Certified Advisors by August 2017.
- Increase ISP completion for FTIC students to 95% of students taking SDEV, and 80% of students in EDUC courses by May 2017.
- Design a Male of Color initiative program by Spring 2018 with initial cohort of 15 men.
- Expand 4DX and our execution strategy
- Implement Alamo Institutes
- Facilitate ongoing faculty/staff development
- Accelerate students duration in remediation
- Increase course success rate to target
- Increase course completion rate duration in remediation
- Increase productive grade rate to target
- Decrease number of high-risk courses
- Increase persistence rate to target
- Increase opportunities for academic support
- Increase CCSSE results to National Average
- Increase average lecture class size to 25 as appropriate by rubric and lab size to 24 for Fall, Spring, and Summer Semesters
- Conduct budget monitoring & management to ensure NLC operates within the 2017 budget allocation
- Complete final 2 drills by 12/14/16 and implement 5 drills by 12/31/17 to be in compliance with state directive
- At mid-year (April 2017) and account for 100% of tagged inventory assets for 855002
- Expand revenue streams through increased facilities rentals make at least 75% of revenue received in 15/16 by 8/31/17
- Increase the number of college-sponsored events on campus
- Increase civic participation and the number of partnerships with external entities
- Increase the number of NLC leaders and employees engaging with and serving external entities in short-term or long-term leadership capacities



Northeast Lakeview Demographics

NORTHEAST LAKEVIEW COLLEGE SOCIO-ECONOMIC PROFILE

Overview

Northeast Lakeview College (NLC) is located in Universal City and Live Oak, Texas, in the Randolph Metrocom area of San Antonio, which includes Randolph Air Force Base and the following nine cities:

- Cibolo - 8,921
- Converse - 23,831
- Garden Ridge - 2,984
- Kirby 14,169
- Live Oak - 36,065
- Schertz & Selma - 17,633
- Universal City - 19,084
- Windcrest - 24,868



According to the 2010 Census, more than 147,555 people live in the Randolph Metrocom area. NLC is one of four higher education institutions in the Randolph Metrocom area.

Educational Attainment

- Approximately 24.4% of the 25 years or older population of the Randolph Metrocom area has a bachelor's degree or higher.
- The percentage of the population in each city in the Randolph Metrocom area with a bachelor's degree or higher ranges from 9.15% (Kirby) to 42.1% (Garden Ridge).

Demographic Profile

- Service area population: 147,555
- Percentage of population that is minority one race ranges from 6.15% (Garden Ridge) to 47.95 % (Kirby)
- Percentage of population that is Hispanic /Latino of any race ranges from 8.11% (Garden City) to 38.03% (Kirby)
- Median household income for the service area ranges from \$48,545.00 (Kirby) to \$134,309.00 in (Garden Ridge)
- The unemployment rate in the service area ranged from 2.6 (Garden Ridge) to 7.4 percent in (Wind crest)

Sources:

<http://zipatlas.com>

<http://www.areaavibes.com/> used for the median household income and unemployment rate items.



Northeast Lakeview College is one of five colleges in the Alamo Community College District. Northeast Lakeview College serves a student body of diverse academic, cultural, and economic backgrounds by offering three degrees: Associate of Arts - AA, Associate of Science - AS, and Associate of Arts in Teaching – AAT. In addition, Northeast Lakeview College facilitates workforce development and community education courses that serve the community.

Headcount Enrollment Trend, Fall 2011 - Fall 2016						
Instructional Area	2011	2012	2013	2014	2015	2016
Credit						
NLC by Owner	1,010	850	1,260	2,325	3,332	3,484
NLC by Location	5,825	5,322	5,399	5,131	5,137	4,854
Continuing Ed.	542	321	477	136	45	101
Total*	6,367	5,643	5,876	5,267	5,182	4,955

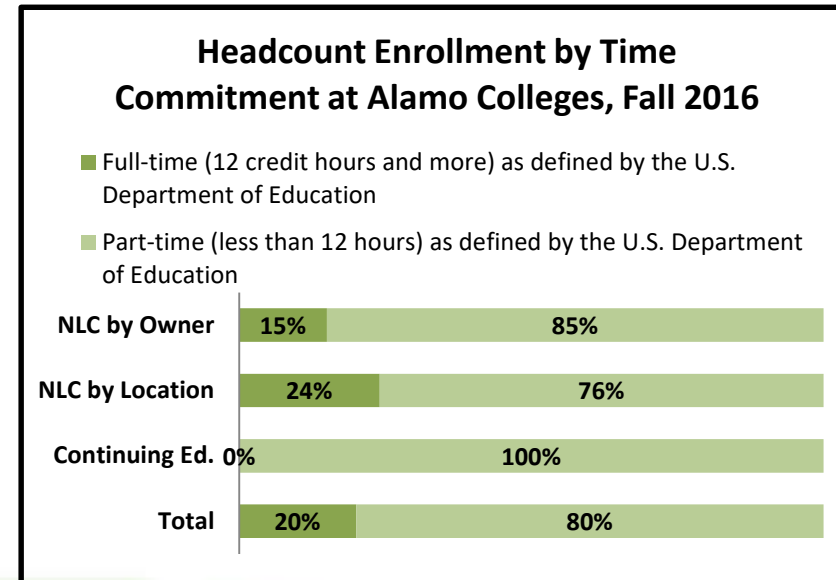
*Total is the sum of NLC by Location and Continuing Ed.

FTE* Enrollment Trend, Fall 2011 - Fall 2016						
Instructional Area	2010	2012	2013	2014	2015	2016
Credit						
NLC by Owner	430	334	421	808	1,308	1,528
NLC by Location	3,151	2,691	2,723	2,529	2,452	2,454
Continuing Ed.	50	28	55	14	TBD	TBD
Total*	3,201	2,719	2,729	2,543	2,452	2,454

*Full-time equivalent (FTE) is a calculation of the total number of student credit hours divided by 15, as defined by the Texas Higher Education Coordinating Board (THECB).

Note

NLC by Owner includes students registered in NLC owned courses (COR).
NLC by Location includes students taking classes on NLC's campus (COA).



Headcount Enrollment by Semester Hours Enrolled at the Alamo Colleges, Fall 2016					
Instructional Area	1-3	4-6	7-11	≥12	Total
Credit					
NLC by Owner	28%	28%	29%	15%	3,484
NLC by Location	24%	27%	25%	24%	4,854



Student Characteristics

(Student Self-declared)

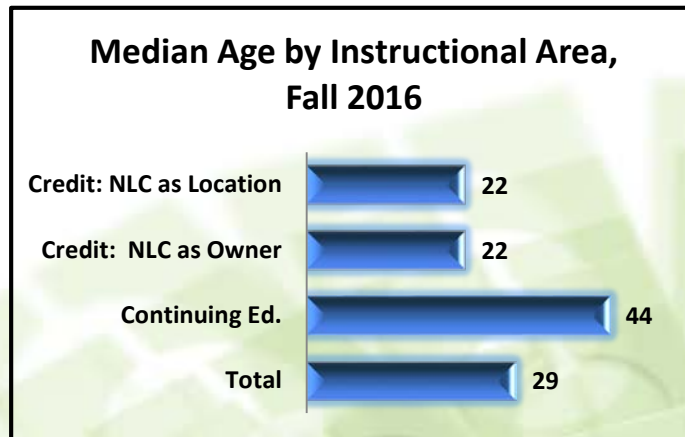
Headcount Enrollment by Gender Fall 2016			
Instructional Area	Male	Female	Total
Credit			
NLC by Owner	43%	57%	3,484
NLC by Location	43%	57%	4,854
Continuing Ed.	38%	62%	101
Total*	41%	60%	4,955

Headcount Enrollment by Race/Ethnicity, Fall 2016						
Instructional Area	Asian	Black	Hispanic	White	Other	Total
Credit						
NLC by Owner	3%	10%	51%	33%	2%	3,484
NLC by Location	3%	12%	50%	32%	3%	4,854
Continuing Ed.	1%	12%	60%	22%	5%	101
Total*	2%	12%	55%	27%	4%	4,955

Headcount Enrollment by Age, Fall 2016					
Instructional Area	≤21	22-30	31-35	>35	Total
Credit					
NLC by Owner	66%	25%	4%	5%	3,484
NLC by Location	65%	25%	4%	6%	4,854
Continuing Ed.	3%	13%	17%	67%	101
Total*	34%	19%	11%	37%	4,955

Headcount by Declared Intent, Fall 2016					
Instructional Area	Earn		Transfer	Other*	Total
	Associates	Certificate			
Credit					
NLC by Owner	52%	2%	41%	5%	3,484
NLC by Location	52%	3%	40%	5%	4,854
Continuing Ed.	0%	0%	0%	0%	101
Total*	52%	3%	40%	5%	4,955

*Other includes: Improve Skills, Enrichment, and No Response.



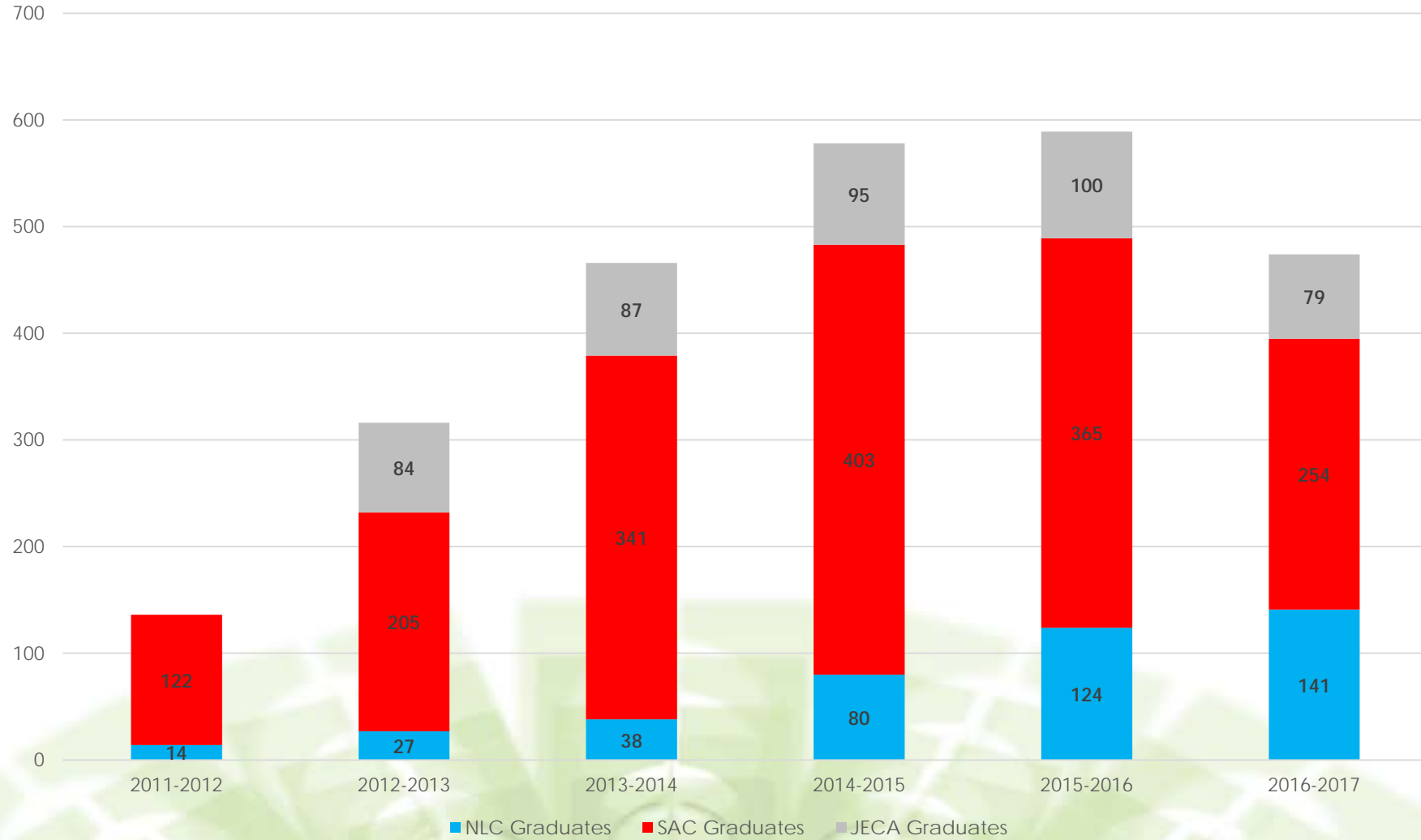
Headcount Enrollment for New and Continuing Students, Fall 2016					
Instructional Area	FTIC	Transfer	Continuing	Dual Credit	Total
Credit					
NLC by Owner	22%	6%	72%	0%	3,484
NLC by Location	19%	6%	66%	9%	4,854

Note

NLC by Owner includes students registered in NLC owned courses (COR).
NLC by Location includes students taking classes on NLC's campus (COA).

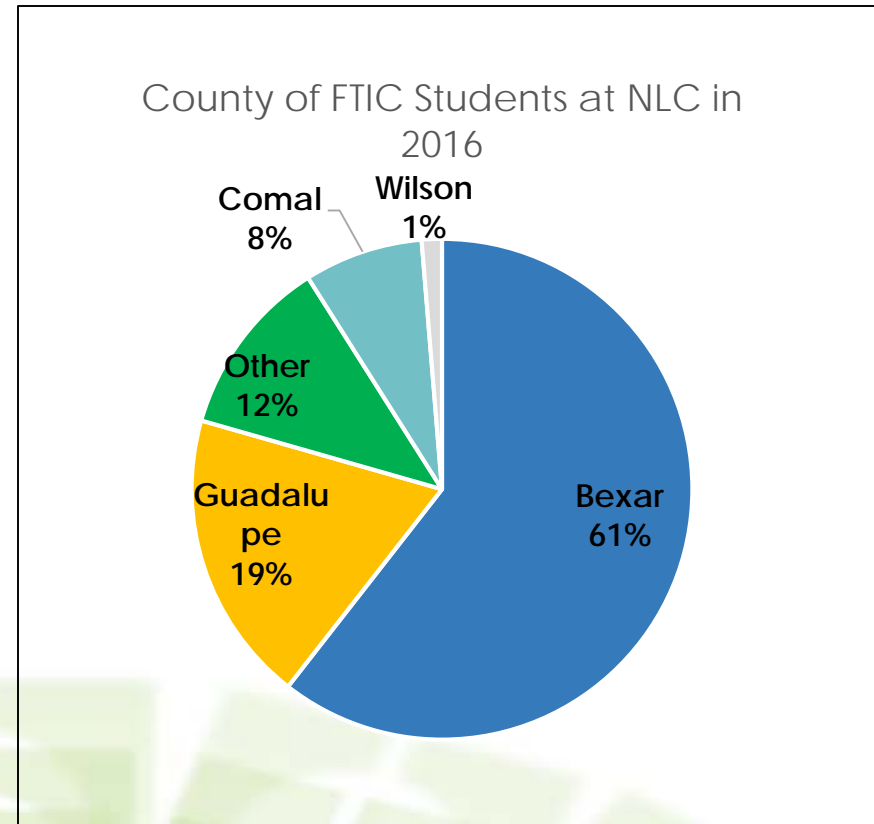
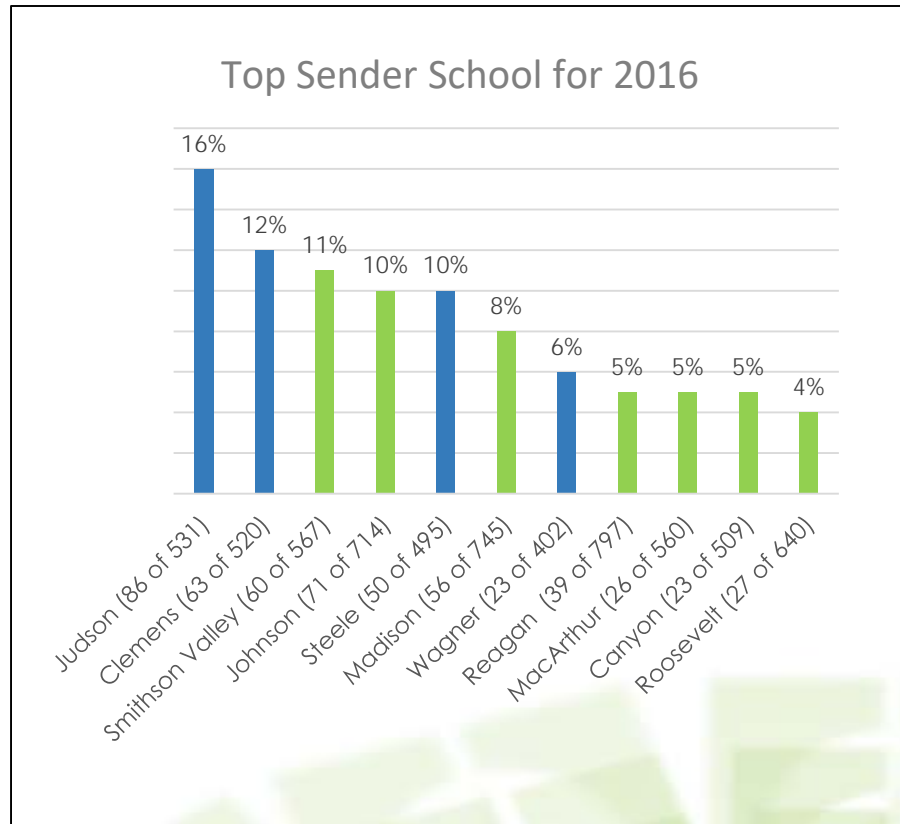


Graduation





Sender Schools for NLC



Note: Tie for #10 – Wagner High School and Canyon (New Braunfels). Numbers following High School names represent number enrolled at NLC of total number of graduates.

Source: CBM001, Fall 2016 Certified

*Blue designates College Connection school

Middle and Elementary Sender Schools

Middle Schools That Feed Sender High Schools (Average Enrollment: 1,145) *28,625		Elementary Schools that Feed Sender High Schools (Average Enrollment: 750) *55,500					*84,125
Bush	Krueger	Arlon Seay	Elof	Kinder Ranch	Olympia	Stahl	
Canyon	Schlather (5-6)	Bill Brown	Encino Park	La Vernia Primary	Park Village	Steubing Ranch	
Church Hill	La Vernia	Bulverde Creek	Fox Run	Las Lomas	Paschall	Stone Oak	
Corbett (7-8)	Lopez	Camelot	Franz	Longs Creek	Rahe Bulverde	Thousand Oaks	
Dobie (7-8)	Metzger	Candlewood	Freiheit	Masters	Redland Oaks	Timberwood Park	
Driscoll	Smithson Valley	Canyon Ridge	Goodwin Frazier	Maxine & Lutrell Watts	Regency	Tuscany Heights	
Garner	Spring Branch	Cibolo Green	Garden Ridge	Miller's Point	Roan Forest	Vineyard Ranch	
Harris	Tejeda	Clear Spring	Green Valley	Montgomery	Rolling Meadows	Walzem	
Hill	White	Clear Springs	Hardy Oak	Morningside	Rose Garden	Wetmore	
Jordan (5-6)	Wilder (5-6)	Converse	Hartman	Norma J. Paschal	Royal Ridge	Wilderness Oak	
Judson	Wood	Copperfield	Hoffmann Lane	Northern Hills	Salinas	Wilshire	
Kirby	Woodlake Hills	Coronado Village	Hopkins	Northwood	Schertz	Windcrest	
Kitty Hawk		Crestview	Indian Springs	O.G. Wiederstein	Serna	Woodlake	
		East Terrell Hills	John A. Sippel	Oak Creek	Specht	Woodstone	
		El Dorado	Johnson Ranch	Oak Grove	Spring Meadows		



Northeast Lakeview College: Number of Associate Degrees Awarded for Fiscal Years

Associate Degrees	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
<i>Core Completers</i>	0	6	8	34	55	100	169	222	273			
Associate of Arts (AA)	1	5	7	14	24	31	66	98	123			
Associate of Science (AS)	0	2	1	0	1	3	2	14	6			
Associate of Arts in Teaching (AAT)	0	1	0	0	2	4	12	12	12			
Degree Totals (AA+AS+AAT)	1	8	8	14	27	38	80	124	141	151	160	170



**Goal for FY 2018
151 Graduates**



MISSION

Northeast Lakeview College is a public community college within the system of Alamo Colleges, established in partnership with its communities, that is focused on student success through the offering of Associate degrees and continuing education, promoting engagement in civic activities and organizations, and encouraging participation in cultural and enrichment programs

Our Vision is to be the first choice for higher education in the communities we serve

Our Values: Students First Respect for All Community-Engaged Collaboration Can-Do Spirit Data-Informed

Strategic Plan

**GOAL I:
Student Success & Learning**

**Innovation to
Enhance Student Learning**

**Innovation to
Enhance Student Support**

**GOAL II:
Valuing & Empowering
People**

**Inclusive Culture
Involving the Needs &
Ideas of All**

**Create Opportunities for
Employee Development &
Recognition**

**GOAL III:
Communications &
Community Engagement**

**Develop Community
Awareness of College
Resources & Services**

**Partnerships to Develop
Workforce & Support
Industry in Community**

**Develop Cultural Awareness
& Civic Responsibility**

THECB • Efficiency (Baldrige) • Execution (4DX) • Civitas

Unit Plans • Smart Goals • FOE • Alamo Institutes • PACE



Alamo Colleges Strategy Map
Northeast Lakeview College
Achieving our Stakeholder Imperatives by 2020

Mission: Empowering our Diverse Communities for Success.

Vision: The Alamo Colleges will be the Best in the Nation in Student Success and Performance Excellence.

15/16 16/17 19/20

Stakeholder Imperative	Strategic Objectives (Alamo Way)	Six Key Strategic Priorities and Strategies	Measure of Success	Baseline	FY2016 Target	FY2016 Actual	FY2017 Target	FY2020 Target	NLC Data Source
Texas THECB 60X30: At least 60% of Texans ages 25-34 will have a postsecondary credential or degree by 2030	Student Success Approaches: • Achieving the Dream • MyMAP • AlamoPREP • AlamoREADY • I-BEST • Equity • "Welcome Home" • AA/AS Employability Gap	1. Completion • 4DX • Automatic Degree Awards • Reverse Transfer • 45 hours to Completion • Core Completion • Advanced Certificates • High Risk Courses	WIG: Degrees and Certificates Awarded	80	90	124	136	170	25% inc.
			Three-Year FT FTIC Graduation Rates	6.6%	8.5%	22.7%	24.5%	27.5%	
			Reduction in High-Risk Courses	9	8	11	11	10	
			Overall Score - Community College Survey of Student Engagement (CCSSE)	47.2	48	N/A	49	50	
			Number of Students Awarded Internal Scholarships	210	231	421	446	491	P. Murray
		Student-to-Advisor Ratio	900/1	450/1	839/1	702/1	350/1	Student Success	
		Number of Advisors Certified	5	15	11	15	17	Student Success	
		Percentage of Students with Formal Academic Plan/Institute	93%	95%	68%	78%	83%	Student Success	
		Percentage of Students with Personal Mission Statement	0	95%	68%	78%	83%	Student Success	
		Percentage of Students with Non-Academic Transcript	0	N/A	N/A	N/A	TBD	Student Success	
		Percentage of students meeting with Advisor at 15 hours	0	N/A	N/A	83%	88%	Student Success	
		Percentage of students meeting with Advisor at 30 hours	0	N/A	N/A	93%	98%	Student Success	
		Percentage of students meeting with Advisor at 45 hours	0	N/A	N/A	87%	92%	Student Success	
		Percentage of students taking a student success course within their first semester of attendance	60%	75%	65%	79%	85%	Student Success	
Percentage of Students Satisfied with Advising	86%	86%	CCSSE not administered	80%	90%	Student Success			



Mission: Empowering our Diverse Communities for Success.

Vision: The Alamo Colleges will be the Best in the Nation in Student Success and Performance Excellence.

15/16 16/17 19/20

Stakeholder Imperative	Strategic Objectives (Alamo Way)	Six Key Strategic Priorities and Strategies	Measure of Success	Baseline	FY2016 Target	FY2016 Actual	FY2017 Target	FY2020 Target	NLC Data Source
San Antonio SA 2020: Ensure 50% of adults in San Antonio will have earned a two-or four-year degree by 2020 AC 2020 TARGET: 13,200	Principle-Centered Leadership Approaches: <ul style="list-style-type: none"> Seven Habits Four Imperatives Maximizing Employee Talent Performance Excellence Approaches: <ul style="list-style-type: none"> Baldrige Excellence Framework Project Management Communication and Change Management Continuous Improvement (FOCUS PDCA) <ul style="list-style-type: none"> 4DX 	3. AlamoINSTITUTES <ul style="list-style-type: none"> Build the Pathways Students in an Institute Career Placement 	Average Semester Credit Hours Attempted by Graduates	80	75	78	76	66	M. Fortner
			Percentage of Technical Degree Students Employed or Enrolled Within 6 Months of Graduation	TBD	TBD	N/A	TBD	TBD	
			Degrees Awarded in Critical Field Occupations	TBD	TBD	N/A	TBD	TBD	
			Percentage of Students in Good Standing: Graduated, Transferred, Still Enrolled (by FTIC Cohort)	79.6%	80.5%	81.8%	83.4%	88.3%	M. Fortner Student Success
			Student Loan Default Rate	NA	NA	NA	NA	NA	
			Percentage of Students Transferring to University	27.8	30	27.6	31	32	
		4. AlamoENROLL <ul style="list-style-type: none"> Enrollment Mgmt. Alamo Colleges Online Prior Learning Assessment 	Overall Enrollment (Fall Credit Headcount)	5,131	5,137	5,137	4,854	5,340	
			Overall Enrollment (Fall Non-Credit Headcount)	261.0	350.0	404.0	424.0	467.0	Student Success
			Average Number of Fall Credit Hours Attempted	5.9	6.3	6.6	6.6	9.0	M. Fortner
			Percentage of students completing the appropriate college-level math course within their first two semesters of attendance	36	36	35	37	39	Student Success
			Percentage of students completing the appropriate college-level English course within their first two semesters of attendance	65	65	60	63	67	Student Success drilldown pending
			Fall-to-Fall Persistence Percentage	54.5	57	52.7	60	63	
			Market Penetration Percentage (District)	N/A	N/A	N/A	N/A	N/A	
			5. Dual Credit <ul style="list-style-type: none"> Number of ECHS Academy Growth Dual Credit Growth NEW Dual Credit Certificate 	Overall Dual Credit Enrollment	0	0	0	0	600
		Number of Early College High Schools (ECHS)		1	1	1	4	4	
		Alamo Academies Enrollment		TBD	TBD	N/A	TBD	TBD	
		Dual Credit Certificates		TBD	TBD	N/A	TBD	TBD	
		Career and Technical Education Enrollment		N/A	N/A	N/A	N/A	N/A	
		6. Quality <ul style="list-style-type: none"> Focus on Students, Customers, and Employees Financial Sustainability Accreditation 	Overall Score - Personal Assessment of the College Environment (PACE)	3.66	4.00	3.84	4.00	4.05	M. Fortner
			Noel-Levitz Overall Satisfaction	73%	74%	75%	78%	80%	M. Fortner
Graduation of Transfer Students at Senior Institutions	39%		60%	60%	62%	65%	M. Fortner		
Composite Financial Index	N/A		N/A	N/A	N/A	N/A			
Cumulative Number of Awards - Texas Award for Performance Excellence (TAPE)	N/A		N/A	N/A	N/A	N/A			
SACSCOC Accreditation, Candidacy, Reaffirmation	N/A		N/A	N/A	5/5	5/5			

Values: Students First Respect for All Community-Engaged Collaboration Can-Do Spirit Data-Informed

Performance Goals FY '17





ACADEMIC SUCCESS



Department	Goal	Objv	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	FY 2017 Target	Current Status (FY 17 Actual)	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
BCHP	I	I	1		Philosophy instruction will be improved based on analysis of the assessment results from student artifact scoring in Fall 2016.	Spring 2016 Phil 1301 mean score 2.75; % of students at 3 or better at 64; Phil 2306 mean 2.56; % at 3 or better 57	Improve 2% from spring 2016 to fall 2016	Fall 1301 mean score 3.06; 3 or better % at 87; fall 2306 mean of 2.63; 3 or better at 64		Met	Philosophy continues an upward trend in Social Responsibility skills; measurements have increased significantly since 2015.
	I	I	1		Psychology instruction will be improved based on analysis of the assessment results from student artifact scoring in Fall 2016.	Spring 2016 mean of 3.01 in overall score of Critical Thinking skills in Psych 2301	Increase of 2% in critical thinking skills from spring 2016 to fall 2016; % of students receiving 3 or better at 73	2301 courses show a decrease from 3.01 to 2.93; % of students at 3 or better declines to 64		Partially met	Although the spring mean and overall % declined, they both showed an increase of the previous fall and spring



Department	Goal	Objv	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	FY 2017 Target	Current Status (FY 17 Actual)	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
BCHP	I	I	1		Humanities instruction will be improved based on analysis of the assessment results from student artifact scoring in Fall 2016.	Personal Responsibility Skills: % of students in HUMA 1301 mean of 2.35; receiving 3 or better 41%; 1302 mean of 2.89; 3 or better 69%	Increase of 2% in both categories	Hum 1301 mean of 2.41, % at 3 or better 56; 1302 mean decrease to 2.09; 3 or better to 31%		Met/partially met	The improvement in 1301 is real and supported by a significantly large data set; the decline in 1302 is in part a statistical anomaly brought about by the small number of classes offered (eg, 3 in spring 2016, only one in fall)
	I	I	1		Speech instruction will be improved based on analysis of the assessment results from student artifact scoring in Fall 2016.	Spch 1311 mean at 3.01; 3 or better scores at 69 in Teamwork Skills	Spring 2016 to fall 2016 improvement of 2 % in each category.	Fall mean of 2.97, with % of 3 or better at 70		Partially met	Previous scores in the 2.95-3.01 area and a 1% improvement in scores above 3 indicate speech is maintaining student learning in Teamwork



Department	Goal	Objv	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	FY 2017 Target	Current Status (FY 17 Actual)	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
BCHP	I	I	5		Accounting instruction will be improved based on analysis of the assessment results from CSLO success rates for Fall 2016 & Spring 2017.	CSLO success rates of at least 70% in ACCT courses	Improvement of at least 2% Spring to fall	CSLO rates of 92.01%		met	
	I	I	5		BCIS instruction will be improved based on analysis of the assessment results from CSLO success rates for Fall 2016 & Spring 2017	CSLO success rates of at least 70% in BCIS courses	Improvement of at least 2% spring to fall	CSLO rates of 84.64		met	





Department	Goal	Objv	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	FY 2017 Target	Current Status (FY 17 Actual)	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
BCHP	I	I	5		COMM instruction will be improved based on analysis of the assessment results from CSLO success rates for Fall 2016 & Spring 2017.	CSLO rates of 70%	2% improvement	NA		NA	No results to report; all Comm classes are SAC@NLC
	I	I	5		Humanities instruction will be improved based on analysis of the assessment results from CSLO success rates for Fall 2016 & Spring 2017.	CSLO rates of 70%	2 % improvement spring to fall	CSLO rates of 83.33%		Met	





Department	Goal	Objv	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	FY 2017 Target	Current Status (FY 17 Actual)	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
BCHP	I	I	5		Philosophy instruction will be improved based on analysis of the assessment results from CSLO success rates for Fall 2016 & Spring 2017.	CSLO of 70%	Improve by 2%	CSLO of 75.81%		Met	
	I	I	5		Psychology instruction will be improved based on analysis of the assessment results from CSLO success rates for Fall 2016 & Spring 2017.	CSLO of 74.05 in fall of 2015	Improve by 2%	CSLO of 78.27 in fall 2016		Met	





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BCHP	I	I	5		Modern Language instruction will be improved based on analysis of the assessment results from CSLO success rates for Fall 2016 & Spring 2017.	CSLO rate of 70% in spring 2016	2% improvement	CSLO rate of 81.02%		Met	
	I	I	5		Speech instruction will be improved based on analysis of the assessment results from CSLO success rates for Fall 2016 & Spring 2017.	CSLO rate of 70% in spring, 2016	2% improvement	CSLO of 82.44%		Met	





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BCHP	I	II	4		BCHP faculty will conduct student interventions to increase student success rates via results-oriented mentoring.	Fall 2016 PGR for depts. 85.81%	Improve to 88%	PGR for dept. was 85.67% in spring 2017		Partially met	PGR data may be flawed, as it may not have omitted Ws as the original data probably did.
English and Education	I	I	1+3		English instruction will be improved based on analysis of the assessment results from student artifact scoring in Fall 2016.	% of ENGL 1301 in AA earning 3 or above in Comm Skills at 46; in AS 46, in AAT at 47 in spring 2016	Increase of 1% in each program	Fall 2017: AA72%, AS 55%, AAT 58%; Spring 2017 AA 54%, AS 81%, AAT 50%		Met	Spring 2017 decline will need to be tracked, but overall improvement from Spring 2016 is still well above target.





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English and Education	I	I	1+3		English instruction will be improved based on analysis of the assessment results from student artifact scoring in Fall 2015.	ENGL 1302 % of students earning 3 or higher in personal responsibility in spring 2016: 60 AA; 57 AS, 46 AAT	Improve ment of 1 % by spring 2017	Fall 2016: 57% for AA, 67 for AS; 61 for AAT; Spring 2017 54 AA, 60 AS, 72 AAT		Partially met	While the AA scores have declined, AS and AAT have improved dramatically
	I	I	1+3		Education instruction will be improved based on analysis of the assessment results from student artifact scoring in Fall 2015.	EDUC 2301 scores of 4 or above in Instructional planning at 100%	Maintain at 100%	100% in fall 2016; 63% in spring 2017		Partially met	

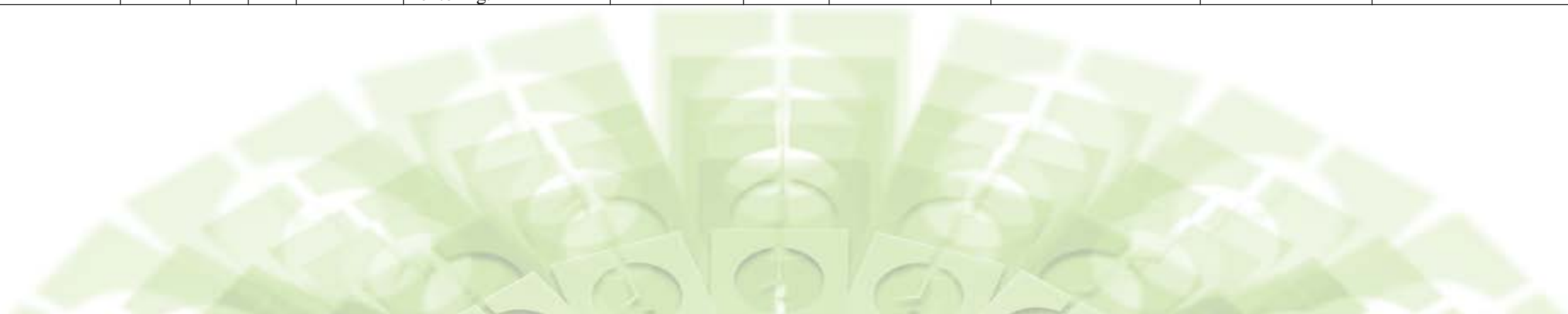


Department	Goal	Objv	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	FY 2017 Target	Current Status (FY 17 Actual)	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
English and Education	I	I	1+3		Education instruction will be improved based on analysis of the assessment results from student artifact scoring in Fall 2015.	EDUC 1301 % of students earning 3 or up in Learning Perspectives 45% in spring 2016	Improve to 50% in fall 2016	80% in Fall 2016; decline to 13% in spring 2017		Met	Improvement was targeted for fall, 2016; steep decline for spring 2017 is apparent anomaly in scoring methods
	I	I	1+3		English and Education instruction will be improved based on analysis of the assessment results from student survey data in Fall 2015.	Fall 2016 % of students in all English courses improving critical thinking skills "quite a bit": AA, 86.06, AS 84.34, AAT, 85.34	Improve each degree category by 1% in Fall 2016 and again by Spring 2017	Fall 2016: AA 82.88; AS 81.5; AAT 83.09 Spring 2017; AA 84.22; AS 89.49; AAT 86.75		Partially met	Declines in fall were increased sharply in spring; AA left slightly behind





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English and Education	I	I	1+3		English and Education instruction will be improved based on analysis of the assessment results from student survey data in Fall 2015.	% of students improving Communication skills “quite a bit” from Fall 2015: AA 84.92, AS 85.67, AAT 87.33	1% per category from fall 2015 to fall 2016	Fall 2016: AA 84.01, AS83.29, AAT 83.09; Spring 2017 AA83.68, AS 85.09; AAT 82.93		Not met	
	I	I	1+3		English and Education faculty will conduct student interventions to increase student success rates via results-oriented mentoring.	PGR of English classes in fall, 2015: 72.12% and spring 2016 76.19 %	Improve 1% by fall 2016 and spring 2017	Fall 2016, 75.33; spring 2017 73.95		Partially met	Fall to fall increase significant, spring to spring declined





Department	Goal	Objv	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	FY 2017 Target	Current Status (FY 17 Actual)	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
Instructional Division FPA	I	I	1		Scoring Day scores will improve based on the better measurements implemented by FPA faculty.	Fall 2016: ARTS 1301 FTF Works Effectively with Others: 3.59 Supports a Shared Purpose: 3.57 Considers Different Points of view 3.55 Arts 1301; Online Effectively 3.26, Shared 3.26, POV 3.48 Combined: Effectively 3.43 shared: 3.36 POV 3.51; Dram 1310 Effectively 2.75; Shared 2.70, POV 2.60; MUSI 1306 Effectively 1.98, shared 2.50, POV 1.95; MUSI 1310 Effectively, 2.85; Shared 2.50, POV 3.05; FPA Effectively 2.75, Shared 2.78, POV 2.78	Improve each category: effectively by .15; Shared by .21; POV by .24	Spring Arts 1301 FTF Effectively 3.29, Shared 3.36; POV 3.28; 1301 Online effectively 3.22; shared 3.38; POV 3.34; combined Effectively 3.27, Shared 3.36; POV 3.30; Drama Effectively 2.83, Shared 2.96; POV 2.88; MUSI 1306 Effectively 2.57; Shared 2.71; POV 2.88; MUSI 1310 Effectively 2.94; Shared 2.94; POV 3.00; FPA Effectively 2.90, Shared 2.99, POV 3.02		Partially Met	A very few areas declined; most scores improved, and in a few cases the goals were met; goal for FPA was BeBmet



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Instructional Division FPA	I	I	2		Skills that students will learn in this community will enhance their student success in other subjects.						
	1	1	1		New learning communities formed between Art and Speech. (classes: ARTS 1301/SPCH 1311) will improve success in other subjects					NA	Learning Community postponed until fall 2017 to address instructor concerns about class





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Instructional Division FPA	I	I	5		The formative assignment will become more meaningful as a teaching tool to help the student achieve better results for the summative assessment.	Combined assessment score fall 2.92	Improve formative scores	Combined Assessment score of 3.37		Met	Successful outcome a result of <i>Unit Assessment 3</i> : Fall 2016 scoring results inform changes for better scaffolding of mid-term assessments
	II	II	3		Anticipated growth in these programs. Participation in these programs will contribute to student engagement, community engagement, and student success.	Fall 2016 Arts 1311 12 Arts 2341/42 13 Arts 2348/49 18 Dram 1351 14 Arts 1316/17 33 Arts 2316/17 11 Arts 2346/47 10 Arts 1312 8 MUEN 1151 3 Avg 13.56	Increase enrollment in studio and performance courses	Spring 2017 Arts 1311 18 Arts 2341;42 14 Arts 2348-39 18 Drama 1351 9 Arts 1316/17 25 Arts 2316/17 14 Arts 2346/47 13 Arts 1312 8 MUEN 1151 3 AVG 13.56		Partially met	Increases in some sections matched by decreases in others, resulting in an avg enrollment in spring that matched the fall.



Department	Goal	Objv	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	FY 2017 Target	Current Status (FY 17 Actual)	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
Mathematics & Computer Science Unit	I	I	5		Mathematics instruction will be improved after analyzing PGR data and implementation of methods and scoring in fall 2016.	Division PGR fall 2016: 60.24	1% increase	Spring 2017: 60.73		Partially met	PGR increased, but not by the amount desired
	I	I	1		Mathematics instruction will improve based on analysis of the assessment results from student artifact scoring in fall 2015. Faculty will establish a process and conduct analysis of assessments results for program outcomes for the AA, AS and the AAT degree.	% of students enrolled in math who earn a 4 or above in Critical Thinking 51%	2 % increase	Spring: 61%		Met	More than met, far exceeded expectations





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Mathematics & Computer Science Unit	I	I	5		Mathematics instruction will be improved based on analysis of the assessment results from student artifact scoring in fall 2016.	Successful completion of SLOs Fall 2016: 48%	2% improvement	55%		Met	Again, a dramatic improvement
	I	I	5		Achievement of concentration learning outcomes will increase from fall 2016 to spring 2017.	Scores of 3 or 4 in PSLO aggregate fall 2016: E&Q 69 SciComm 65 D & T 100	2 % improvement	E&Q 66 SciComm 74 D&T 93		Partially Met	Slight decrease in Empirical and Quantitative more than made up for in improvement of Scientific Communication; No improvement possible in Data and Tech
	I	I	1		Instructional improvements and student interventions will increase retention and productive grade rates in Math 1314, Math 1414, and Math 2412, identified as high risk courses.	Fall 2016 Retention in Math 0305, 0310, 0320, 1314, and 1414 83; PGR 58	Retention improvement 2%, PGR improvement 1%	Spring 2017: Retention 81, PGR 57		Not met	In future we will compare like semesters to get cleaner data (eg, fall to fall, spring to spring)



Department	Goal	Objv	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	FY 2017 Target	Current Status (FY 17 Actual)	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
Academic Support Center	I	I	4		<p>1.a. Improved productive grade rate* (PGR) and retention for students who receive tutoring assistance in identified high risk courses**</p> <p>1.b. Increased usage of Academic Support Center (ASC) and all other areas of academic support throughout the semester by increasing cross-departmental promotion and high risk course support initiatives.</p> <p>1.c. Benchmark DLR satisfaction levels will indicate adequate satisfaction.</p>	<p>Retention: Engl 1301 96.49 tutored; 92.00 non-tutored Engl 1302 100/78.08 Math 0320 87.5/ 56.25; Math 1314 87.5/92.31</p> <p>PGR Engl 1301 88/84.21; Engl 1302 75/68.65 Math 0320 75/37.50 Math 1314 87.5/65.38</p> <p>ASC satisfaction 92%</p>	<p>PGR and retention higher for tutored than non-tutored; increase use of ASC by 2%; student satisfaction of 75%; faculty satisfaction of 75%</p>	<p>Engl 1301 94.21/83.33 Engl 1302 95.24/89/23 Math 0320 84.62/86.67; Math 1314 100/73.53 Engl 1301 82.35/73.81 Engl 1302 83.33/81.54 Math 0320 69.33/63.33 Mth 1314 85.71;52.94 ASC increase by 67%; Math Lab increase by 65% ASC satisfactio 97% Faculty satisfactio 95%</p>		Met	



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Academic Support Center	I	I	4		2.a. Improved student success and productive grade rate and retention by promoting access to online tutoring. 2.b. Improved tutoring support and services by additional trainings and maintenance of CRLA certification.	Hours 215.29 Sessions 637	Increase usage of sessions and hours by 3%; 75% satisfaction with online; completion of 10 hours CRLA and Course Esam Maintenance of CRLA Cert	Hours 187.29 Sessions 536 95% satisfied 100% of tutors completed CRLA; two cross-trained in CEC CRLA Cert maintained		Partially met: hours and sessions decreased, but all other goals attained	
	I	I	4		3.a. Faculty will have high satisfaction with metacognition curriculum and resources embedded in identified courses. 3.b Students will have high satisfaction with metacognition resources and workshops.		Establish baseline of workshop attend; faculty 75% satisfaction Stude 75% satisfaction	Baseline for future of 101students 75% Faculty said improved; 100% said helpful 82% student Satisfaction			



Department	Goal	Objv	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	FY 2017 Target	Current Status (FY 17 Actual)	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
Distance Learning and Instructional Innovation Center	I	I	5		<p>3.a.1. Students who are new to online learning will successfully complete an orientation to online learning “pre-course” (OLRN-0001).</p> <p>3.a.2. Students who successfully complete OLRN-0001 will have higher percentages of success in their initial online courses.</p> <p>3.a.3. Students will have high satisfaction with OLRN-0001.</p> <p>3.a.4. Students will have satisfaction with LMS and eLearning technology support they received in the online modality.</p>	<p>85%</p> <p>PGR olrn success 72%; not success 58%</p>	<p>Increase by 2%</p> <p>Higher in 2017 for success</p> <p>85% satisfaction</p>	<p>91%</p> <p>Pgr olrn success 79%; not success 34%</p> <p>88% satisfied, 91% would recommend</p>		Met	
LIBRARY	I	I	4		<p>2.a. Successful, seamless migration and implementation of cloud-based ILS.</p> <p>2.b. Fully embedded Library and Academic support modules in all CANVAS shells using LibGuide LTI. Increased access to resources in enhanced, online, and hybrid courses.</p>		<p>Benchmark established for satisfaction</p>	<p>Satisfaction good to excellent; response rate 3.6 (very low)</p>		Met	



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LIBRARY	I	I	4		<p>1.a. Continue the delivery of formal information literacy instruction (LIBR 0001/002) in support of ENGL 1301 / 1302 English/Education Division course learning outcomes through a linked online module to improve students' basic information literacy skills. Post-assessment scores will correlate positively to student PGR. 80% or higher student completion rates.</p> <p>1.b. Identify and develop opportunities for co-curricular partnerships in support of program learning outcomes that align with Library mission. Concentration on summative common assignments and general education competencies and EDUC 1300.</p> <p>Faculty survey will indicate satisfaction with foundational summative common assignment support processes and resources. Continue to measure faculty and student satisfaction with formal information literacy instruction and use more in-depth instruction analysis survey.</p> <p>1.c. Increased access to instruction through students served, the development of research support materials (including LibGuides), modules, workshops, formal instruction, etc.</p>	<p>Success: 88</p> <p>Non 80</p> <p>Success 68.5</p> <p>Non 56.4</p>	<p>75% of ENGL 1301 will complete LIBR 0001; 75% of those will pass with 70 or higher; same 3s for 1302</p> <p>Increase LIBR 0001 post-assessment by 5 points</p> <p>0001: higher PGR than non-success completers</p> <p>002</p> <p>95% faculty satisfaction with LIBR inst; 75% with EDUC 1300 resources; 2% increase in access; 3% increase in LibGuides</p>	<p>88% 1301 completed; of completers 91.5% scored 70 or higher; 82.2% of 1302 completers; 80% with 70 or higher</p> <p>Libr 0001 scores improved by 9.21 points; LIBR 0002 improved 10.5</p> <p>Success 85</p> <p>Non success 74</p> <p>Success 89.8</p> <p>Non 77.4</p> <p>100% satisfaction</p> <p>Not developed</p> <p>Decrease in access; increase in LibGuides (no numerical data)</p>		Met	



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LIBRARY	I	I	4		3.a. Position created, approved by administration, Human Resources. Appropriate personnel in place.	No position	Library position and requisition	Paperwork completed; budget allocation not yet made.		Partially met	
	II	I	5								





Department	Goal	Objv	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	FY 2017 Target	Current Status (FY 17 Actual)	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
Division of Kinesiology and Science	I	I	5		Analysis of productive grade rate data and implementation of appropriate methods will result in a 1% increase in PGR in SciKi courses.	Division PGR: Fall 2015 76.43 (w/withdrawal) 84.13 (w/o w) sp 2016 74.48; 84.43; Online Fall 2015, 74.16, 80.51; spring 2016 76.06, 85.17 FTF fall 2015 77.29, 84.12; Sp 2016 76.06, 85.17	Increase PGR by 1% fall 2015 to fall 2016, and from spr 2016 to spr 2017	Fall 2016 w/w 75.69, w/o withdrawal 83.90 Spring 2017 w/w 76.86; w/o w 83.57; Online fall 2016 73.94, 83.08 Spring 2017 76.93, 84.42; FTF fall 2016 74.96, 84.22; Spr 2017 76.93, 84.42		Partially met	PGR improvement is uneven
					SciKi student achievement of SLOs will increase through improvements of instructional techniques addressing the SLOs of each course.	69.3%	2% increase in completion of SLOs	71.2%		Partially met	SLO completion rate increased by 1.19 percent



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Division of Kinesiology and Science	1	1	5		Faculty will establish a process and conduct analysis of assessment results for program outcomes for the AA, AS, and AAT degrees	Fall 2016 E and Q: All classes: All 3.45 Sub M 3.51 D Coll 3.64 Analys 3.25 Concl 3.39 Biol 1308 2.69 2.65 2.40 2.70 3.00 <i>Data and Tech All Courses</i> Overall 3.05 Data col 2.89 Data ana 3.34 concepts 2.91 Chem 1411 overall 2.26 Data Coll 1.89 Data ana 2.71 Concepts 2.18 <i>S Communica All courses</i> overall 2.79 Comm 2.92 applic 2.78 Real W 3.04 Biol 1406 Overall 2.35 Comm 1.98 Applic 2.02 Real Worl 3.04	Improve E & Q by 2%; Improve D & T by 2%; Improve Sci Communication by 2%	Sp 17 NA E&Q all classes All 3.07 Sub M 3.40 D Coll 3.29 Analys 3.09 Concl 2.51 Biol 1308 2.75 2.83 2.77 2.50 2.88 D & T 3.35 3.30 3.62 3.12 2.70 2.20 3.15 2.75 2.88 3.01 3.08 2.55 2.42 2.15		Partially met	Increases and decreases were mixed across the categories



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Division of Kinesiology and Science					SciKi student achievement of SLOs will increase through improvements of instructional techniques addressing the SLOs of each course.	69.3%	2% increase in completion of SLOs	71.2%		Partially met	SLO completion rate increased by 1.19 percent
Division of Kinesiology and Science	I	II	4		Instructional improvements and student interventions will increase retention and productive grade rates in BIOL 2401, CHEM 1405, and GEOL 1301 courses identified as "high-risk").	Fall 2015 Biol 2401 PGR No W 78.81 W: 68.97 Retention 87.5 Chem 1405 No W 68.93 W 65.14 Ret 94.5 Geol 1301 No W 65.44 W 55.97 Ret 85.5 Spr 2016 Biol 2401 No W 75.0 W 68.33 Ret 85.1 Chem 1405 No W 68.75 W 52.03 Ret 75.57 Geol 1301 No W 64.44 W 48.88 Ret 75.8	Retention and PGR will increase by 2% from fall to fall and spring to spring	Fall 2016 80.84 66.18 81.9 72.88 56.58 77.6 59.13 46.26 78.2 Spr 2017 69.49 59.85 86.1 70.34 62.58 89.0 65.35 51.23 78.4		Partially met	Geology in particular showed significant improvements spring to spring, other results were mixed



Department	Goal	Objv	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	FY 2017 Target	Current Status (FY 17 Actual)	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
	I	I	1		Scheduling strategies and course development will increase enrollment in Kinesiology courses.	Fall 2015: 15 sec 190 stu	2% increase from spring to fall and fall to spring	Spring 2016 17 sec 255 stu		Not met	Kinesiology enrollments continue to slide
	I	I	2		Courses in organic chemistry and physics will be offered at NLC within two years.	Fall 2016 15 sec 180 stu		Develop courses in organic chem and physics		Met	Physics 1305 to be offered spring 2018; Org Chem to be offered as labs are stocked Adjunct faculty hired to teach both courses
						Fall 2017 10 sec 126 stu		Spring 2017 17 sec 236 stu			





Department	Goal	Obj	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	FY 2017 Target	Current Status (FY 17 Actual)	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
Division of Social Sciences	I	I	1		Economics instruction will be improved based on analysis of the assessment results from student artifact scoring in Fall 2016 and Spring 2017.	Fall 2016 Explanation of issue AA 3.16 AAT NA AS 3.25 Evidence AA 3.16 AAT NA AS 3.13 Pos/Anal AA 2.64 AAT NA AS 3.13 Conclusio AA 2.28 AAT NA AS 2.88	Improve Econ scores by .1 in each degree program	Spring 2017 3.50 3.50 3.25 3.25 3.67 3.75 3.63 3.50 3.75 3.25 3.00 2.75		Paritally met; AS students declined slightly in conclusions	



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Division of Social Sciences	I	I	1		Government instruction will be improved based on analysis of the assessment results from student artifact scoring in Fall 2016 and Spring 2017.	Fall 2016 Ethical self-aware AA 2.92 AAT 2.97 AS 2.33 Ethical Issues Rec AA 2.71 AAT 2.83 AS 2.21 Applic of Ethical AA 2.46 AAT 2.83 AS 2.31 Eval of ethical per AA 2.52 AAT 2.67 AS 2.19	Improve Personal Responsibility scores in GOVT 2305 by 1% in each degree program	2.61 2.67 2.34 2.73 2.44 2.47 2.41 2.39 2.07 2.29 2.00 2.06		Partially met	AS students under Conclusions and Related Outcomes failed to meet goal



Department	Goal	Objv	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	FY 2017 Target	Current Status (FY 17 Actual)	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
Division of Social Sciences	I	I	1		Government instruction will be improved based on analysis of the assessment results from student artifact scoring in Fall 2016 and Spring 2017.	Fall 2016 Intercult competence AA 2.66 AAT 2.54 AS 2.47 Civic Resp AA 2.41 AAT 2.21 AS 2.30 Community AA 2.44 AAT 2.33 AS 2.31	Avg. score in Social Responsibility in Govt 2306 will improve by 1%	2.60 2.20 2.74 2.39 2.30 2.44 2.45 2.20 2.46		Partially met	AA mean scores increased, AAT and AS means scores declined
	I	I	1		History instruction will be improved based on analysis of the assessment results from student artifact scoring in Fall 2016 and Spring 2017.	Fall 2016 Expl issue AA 2.14 AAT 1.96 AS 2.34 Evidence AA 2.12 AAT 1.96 AS 2.26 Analysis AA 2.03 AAT 1.83 AS 2.12 Conclusion	Avg Critical Thinking score will improve 1\$ in HIST 1301	Spring 2017 2.54 3.38 2.53 2.41 3.13 2.31 2.30 2.75 2.34			



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Division of Social Sciences	I	I	1			Fall 2016 Org and De AA 2.91 AAT 3.27 AS 3.12 Mechanics AA 2.52 AAT 2.92 AS 2.86 Support AA 2.23 AAT 2.58 AS 2.68 Central Mes AA 2.50 AAT 3.12 AS 3.00	Improve Comm skills in Hist 1302 by 1%	2.78 3.06 2.78 2.69 2.67 2.68 2.47 3.00 2.37 2.89 3.00 2.95		Partially Met	AA students met most targets AS and AAT students declined in most
					History instruction will be improved based on analysis of the assessment results from student artifact scoring in Fall 2016 and Spring 2017.						



Department	Goal	Obj	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	FY 2017 Target	Current Status (FY 17 Actual)	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
Division of Social Sciences						Fall 2016 Explan AA 2.89 AAT 2.71 AS 3.25	Improve each element of critical thinking in Soci 1301 by 1% per degree program	2.43 3.00 2.76 2.20 3.30 2.53 2.23 3.00 2.79 1.93 2.50 2.32		Partially Met	AAT students experienced significant increases; AA and AS means declined in every area
	I	I	1		Sociology instruction will be improved based on analysis of the assessment results from student artifact scoring in Fall 2016 and Spring 2017.	Conclusio AA 2.63 AAT 2.14 AS 2.82					
	I	I	1		Social Sciences faculty will pose 1 PSLO-related class discussion question per week.	PGR Fall 2015 82.89 % Spring 2016 81.92%	PGR for all depts. Courses will improve by .5% from fall 2015 to fall 2016, and .5% from spring 2016 to spring 2017	Fall 2016 82.89% Spring 2017 83.96		Partially Met	Fall to fall declined; spring to spring improved by over .5%



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Vice President, Academic Success	II	II	1+2		PACE results increase to national average	3.66	Medium CC 3.68 All 3.69	3.84		Met	
	I	II	3		Increased CCSSE results to National Average	A & C learning 49.9 Effort 45.0 Challenge 44.8 S/F interact 47.5 Support 48.6	National average of 50%	52.2 47.9 50.2 48.0 49.7		Partially met	While NLC improved in all categories, it reached nat'l average in 2 of 5



ALAMO COLLEGES DISTRICT
Northeast Lakeview College

Department	Goal	Objv	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	FY 2017 Target	Current Status (FY 17 Actual)	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
Vice President, Academic Success	III	I	1		Successful approval for candidacy	Candidate	Accreditation approval in June, 2017	Approval in December, 2017		Met	
	I	I	4		1) Increased instructional support for students' academic preparedness 2) Increased faculty development to increased active and collaborative learning resulting in higher PGR rates	74.88	Increase of PGR from spring 2016 to spring 2017	77.67		Met	





ALAMO COLLEGES DISTRICT
Northeast Lakeview College

Department	Goal	Objy	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	FY 2017 Target	Current Status (FY 17 Actual)	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
Vice President, Academic Success	I	I	1		Decreased number of high-risk courses from 2014-15	Spring 2016 11 Fall 2016 11	Decrease from fall and spring 2016	Spring 2017 10		Met	
	I	II	2		Lead Alamo Colleges to increased course completion rates.	91.47	Increase CCR from spring 2016 to spring 2017	91.72		Met	





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Vice President, Academic Success	I	I	1		<ul style="list-style-type: none"> College Dashboard that will report results and analysis for the following measures: PGR, CCR, High-Risk Courses Disaggregated by: <ol style="list-style-type: none"> NLC and SAC@NLC FTF and Online End of Term for PGR and HR courses Discipline SACSCOC Certificate data results for spring 2017 submission. PACE and CCSSE results for spring 2016 administration Provide PTE Dean with data analysis for AAS degree development submissions by Spring 2017. 						
	I	I	2		<p>Development of four (4) AAS degrees by Spring 2017. At least one each term for spring, summer, fall 2016.</p> <p>Increased community education and workforce opportunities from 2015-16.</p>	0 AAS 44 comm ed courses	4 AAS proposals by spring 2017 Increased Comm ed activity	0 AAS programs 0 Comm Ed		Not met	Budgetary issues caused closing of CE in August, 2017; accreditation delay caused delay in AAS implementation



STUDENT SUCCESS

AlamoADVISE

THE ADVISING LIFE OF AN ALAMO COLLEGES STUDENT

ACADEMIC & CAREER ADVISING SHARED VISION—BUILDING MOMENTUM TO COMPLETION

VISION	Alamo Colleges will provide every student with an exemplary, effective and personalized pathway to success through academic and career advising.
MISSION	At the Alamo Colleges, academic and career advising build a culture of integrated practices and shared responsibilities. Through collaborative teaching and learning, the advising process empowers our diverse student populations to explore and navigate their academic and career pathways.
DEFINITION	Academic and Career advising is a series of ongoing and intentional conversations among students, faculty, and staff that establish a pathway to the realization of educational, career, and life goals.



PRE-COLLEGE —0 HOURS	0 –30 HOURS	31+ HOURS	
<ul style="list-style-type: none"> • AlamoENROLL—Provides enrollment guidance to prospective students through cross-college website including: <ul style="list-style-type: none"> – Steps to Enrollment Checklist – Open Modules – Ready, Set, Apply – Intro to College and AlamoINSTITUTES – Financing Your Future – Test 101 – Resources/Computer labs • AlamoINSTITUTES—Provide advising information regarding career pathways <ul style="list-style-type: none"> – Health & Biosciences – Advanced Manufacturing & Logistics – Science & Technology – Public Service – Creative & Communication Arts – Business & Entrepreneurship • Early Colleges/Academies—Course enrollment in Fr/Sr through assigned advisor. • Dual Credit—Course enrollment in Jr/Sr year through assigned Advisor. • College Connection—Guide through enrollment process, including completion of ApplyTexas, FAFSA Application, TSI and AlamoENROLL modules. • Grad Guru downloaded 	<p>INITIAL ENROLLMENT—1ST SEMESTER</p> <ul style="list-style-type: none"> • New Student Orientation/Convocation—Orient students to the Alamo Colleges. <ul style="list-style-type: none"> – Provide Academic Advising Syllabus (0–30 hours) & introduce assigned Advisor – Assist with scheduling & registering for classes (including SDEV) – Orient students to Degree Plans via Alamo GPS—ACES account – Online Web Registration assistance available – AlamoINSTITUTES / major course of study chosen – Identify ACOL/PLA • Post Assessment Advising—TSI score interpretation and placement (ie I-Best) • Academic Refreshers—INRW and math • Post Refresher Advising <p>1ST SEMESTER</p> <ul style="list-style-type: none"> • Instruction on College Success (SDEV Course). Begin E-portfolio • Advisor utilizes Canvas to connect with assigned students. Use E-portfolio • Assist students in choosing their major using appropriate career assessment tools. • MyAlamoCareer.org and Career Coach—virtual career and placement center links workforce centers, Alamo Colleges and local job market • AlamoINSTITUTES utilized • Provide students with a plan to earn a certificate or degree. <ul style="list-style-type: none"> – Complete ISP via Alamo GPS. • Advise and register students into appropriate courses for following semester • Early Alert & Smart Start utilized • Advisor determines Faculty integration (12–30 Hr.s range) <p>2ND SEMESTER</p> <ul style="list-style-type: none"> • Confirm students' plan to earn a certificate or degree and review ISP via Alamo GPS. • Advise and register students into appropriate courses for following semester. • Early Alert & Smart Start utilized 	<p>2ND YEAR—GRADUATION</p> <ul style="list-style-type: none"> • Faculty teamed with an advisor through Degree or Certificate completion via GPS. • Provide Academic Advising Syllabus (31+ hours) • Advising regarding course selection is offered through Group or Individual Sessions to understand the requirements of chosen major at transfer university. • Major Mixers/Major Mania Events <p>• Provide positive feedback at primary success points.</p> <p>• Graduation and Transfer Initiative—Experiential/Career Centers & Faculty Mentors work in tandem to advise, graduate students and proclaim their transfer university (review their degree plan/ISP, and consider transferring to a university)</p> <p>ADVISING CENTERS (19 Teams)</p> <ul style="list-style-type: none"> • Advising regarding course selection is offered through Group or Individual Sessions to understand major requirements. 	<p>2ND YEAR—GRADUATION</p> <ul style="list-style-type: none"> • Assist students (42+ Hours/ Core Complete) in Degree Audits via Alamo GPS • Faculty advise students during semester on how to be successful in classes. • Coordinate the Academic Achievement Events, Career/ Scholarship Fairs, Transfer Fairs, and Graduation Event/ Festival. • Graduation Survey • Reverse Transfer
ACTIONS: Assign Connection Advisor	Certified Advisor Assigned/PIN Given, Institute Chosen	Faculty Mentor Assigned	
METRICS: Number of Apply Texas Submitted [Analyst] Number of DC/EC Enrolled	FTICS Enrolled Productive Grade Rate (PGR)	Fall to Spring Retention Fall to Fall Retention	# of Certificate & Core Completers Number of Art. Agreements Number of Degrees Number of Certificates



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Admissions	I	II	2	Alamo Enroll	Maintain and update, as needed the database of standard responses to Frequently Asked Questions (FAQ) to facilitate a 24 to 48 hour response time.	108 (4.5 days) hours response rate	24-48 (2 days) hours response rate	An average response time of 24-48 hours to all incoming emails (1-2 days) was achieved during this rating cycle. There was an overall response rate of 48 hours (2 days). The majority of the email inquires were from students asking about their enrollment status.	NONE	GOAL MET	
	I	II	2	Alamo Enroll	Returning, Transfer, and Transient student will complete enrollment.	No Baseline (based prior on FTIC population)	85% contact rate	The overall contact rate for the Returning, Transfer, and Transient populations was met at 100%. Focus for 2017-2018 will be tracking the conversion rates of these students from enrollment to registered.	NONE	GOAL MET	
Advising Center	I	I	5	Completion	Students will express satisfaction with services provided by Academic Advising.	86% of students will express satisfaction with academic advising/planning (CCSSE, 2015)	1. 87% of respondents declared being "somewhat" to "very satisfied" with academic advising/planning (CCSSE, 2017) 2. 75% of student strongly agree their advising experience met their needs (Advising Internal Survey)	There were three survey instruments for 2016-2017 academic year, and 2 of the 3 yielded a decrease in satisfaction scores of the academic advising department. 1. CCSSE – satisfaction rate decreased by 7% from 2015 (86%) to 2017 (79%) 2. Advising Internal Survey – 90% satisfaction rating 3. SENSE – satisfaction rate decreased by 1% from 2013 (57%) to 2017 (56%)	NONE	GOAL NOT MET	



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Advising Center	I	II	2	Alamo Advise	A) Students will register for courses via Group Advising. B) "Close the loop" campaign procedure/protocol will assist in registering students who did not register during Group Advising	1. 90% of students will register during GA session 2. 81% of students were registered who did not register during Group Advising	1. 93% of students will register during GA and TRGA sessions 2. Closer Model was enacted and institutionalized due to its success	1. 97% of FTIC students attending GA registered 91% of students attending TRGA registered 94% avg. both strands Closer Model was enacted and institutionalized due to its success.	NONE	GOAL PARTIALLY MET	
	I	II	3	Alamo Advise	Students will demonstrate a working knowledge of GPS/Individual Success Plan (ISP).	1. 90% average for post test 2. 88% of students will complete GPS/ISP	1. 88% average for post test score 2. 95% of students in SDEV sections will complete the GPS/ISP 3. 80% of students in EDUC 1300 sections will complete GPS/ISP.	1. Students scored an average of 55% on the post assessment results for SDEV. While the goal was not met, students improved from their pre-test to post-test score for each group. 2. 93% of students in SDEV completed GPS/ISP 3. 56% of students in EDUC completed GPS/ISP. 75% avg. both strands (SDEV + EDUC)	NONE	GOAL NOT MET	
	I	II	3	Alamo Advise	A) Decreased response time to student email inquiries during peak months. B) Increase student usage of SightMax Live chat software and reduce the dependence on email web advising. C) Reduce the amount of phone	Email response within 48 hours during peak months	Email response within 48 hours during peak months (Nov, Jan, April & May) Based on chat data for 16-17, set benchmark goal for future year assessment Based on chat data for 2016-2017, set benchmark goal for future year	1. The average hours in the peak months of November (21.74 hrs.), January (17.10 hrs.), April (19.55 hrs.), and May (13.77 hrs.) all had a response time below the 48-hour benchmark. 2. The implementation of live chat has only moderately enhanced online web advising. 3. The addition of live chat does not appear to have had an impact on the call volume. The overall number of	NONE	GOAL MET	



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						Baseline					
Advising Center	I	II	4	Alamo Advise	Certified Advisors will have a more formalized process for tracking students on Early Alert, recording intervention contacts, and tracking outcomes from Early Alert interventions.	N/A	1. 100% of advising staff will be trained on the upgraded Early Alert software 2. 60% of students identified on Early Alert will meet with their assigned advisor for referral to support services and intervention	1. 100% of the advising team attended a special training session on GradesFirst software. 2. The team only achieved a 56% intervention rate for students reported on Early Alert. The challenge the fact that students fail to respond to ACES emails from advisors and also that phone calls advisors are making are not being effective.	NONE	GOAL MET GOAL NOT MET	
Assessment Center	I/I	II/I	4/2	Completion	Increase the number of CLEP tests administered.	238	10% increase, (n=258)	An increase of 5.7% of CLEP testers was achieved during the 2016-2017 year, for a total of 247.	NONE	NOT MET	
	III	I	2	Quality/ Financial Sustainability	The Assessment Center will increase revenue generated.	\$15,800	10% increase, (n= 17,380)	A total of \$15,530 was generated during the 2016-2017 year, a decrease of 1.74%. Decrease is attributed to new College Board score retrieval process.	NONE	NOT MET	



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Assessment Center	I/III	I/I	5/4	Quality	Students will respond and express satisfaction with services provided by the personnel in the Assessment Center.	NONE	75%	0% Survey not produced or implemented.	NONE	NOT MET	
	I	I/II	1/3	Alamo Enroll & Alamo Advise	The Assessment Center will verify that all students taking to TSIA have completed a pre-assessment activity. Register all students based on the results of the TSIA exam into mandatory English/Math Refresher courses.	100% Compliance with HB 4.55	100% Compliance with HB 4.55	This unit goal is a state legislative mandate. NLC's compliance is reported on the THECB CBM 002 Report each semester. 2,791 students received mandatory pre assessment activity, post test advisement and access to no cost refresher courses this rating period	NONE	GOAL MET	
Business Office	I	II	3	Alamo Enroll	1. Students will report a positive, satisfactory experience with the services provided at the Business Office transaction counter. 2. Students will consistently rate services provided by the Business Office as satisfactory	Satisfaction Rate of 74%	75%	Achieved a 58% satisfaction rating this period. The office was understaffed for a couple of months, and new staff experienced a learning curve. Goal will be continued next rating cycle.	NONE	NOT MET	



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Business Office	I	II	2	Completion & Alamo Enroll	1. Students will persist from semester to semester. 2. Students will pay balances on past due accounts. 3. Students will register for classes.	None	70% holds cleared	72% of holds were cleared although staff averaged 24 contacts per week instead of the 30 intended contacts. Staff will continue to use this proactive measure of reviewing records and communicating to students.	Lead: Review current Business Office holds from 0% to 40% by July 15, 2017 in order to clear the path for students to graduate.	MET	
	I	II	2	Completion	1. Student accounts being sent to collections agency will be reduced 2. Students will be continue to attend classes from semester to semester	2015-2016, 18% of accounts went to collection	To reduce accounts sent to collections by 2%	20% of total NLC installment plans went to collections. The 2% reduction in installment plan collection placements was not met.	NONE	NOT MET	
Career Services	I	I	5	Completion, Alamo Enroll	Students will express satisfaction with services provided by Career Services.	1. (2015 CCSSE)- 74% Satisfaction Rate	1. (2017 CCSSE)- 75 % Satisfaction Rate.	1. CCSSE results indicated that 84% of students were "somewhat" or "very" satisfied with Career Services yielding a 15% increase from the previous assessment cycle of 74% satisfaction rate. The CCSSE question pertaining to the results was 12.2b, "How satisfied are you with Career Counseling at this college?"	NONE	GOAL MET	



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Career Services	III	I	1/2	Completion	Students will participate in career readiness activities	Career Fair attendance: N=532	5% increase in student participation (N=559)	561 students were reported as participating in the career fair for the 2016-17 assessment cycle, yielding a 6% increase from the previous assessment cycle.	NONE	GOAL MET	
	I	II	3	Alamo Advise	Students enrolled in SDEV classes will complete registration for FOCUS 2 and complete five assessments to facilitate career exploration.	92% of students enrolled in SDEV/Register for FOCUS 2 N= 886	95% students registered N=1041	1107 students out of 1157 registered in an SDEV course registered and completed the five assessments in FOCUS 2, yielding a 96% completion rate in comparison to prior assessment cycle of 886 of 965 students. This accounts for all FTIC students enrolled in an SDEV course, not including student enrolled in EDUC 1300 since the department elected not to include the Career Services presentation into their curriculum.	NONE	GOAL MET	
Dean of Student Success	II	II	1	Quality Focus on Students, Customers, and Employees	1. Staff will complete required trainings in order to meet Federal & State mandates. 2. Staff will attend trainings to improve and enhance job related competencies. 3. Staff will attend leadership development training through Alamo Learn.	1. 100% of staff will complete required trainings. 2. 85% of staff will complete professional development and/or leadership trainings	1. 100% of staff will complete required trainings 2. 90% of staff will complete professional development and/or leadership trainings	1. 100% of staff completed required trainings. 2. 100% of staff completed professional development training and 92% of staff completed supervisory or leadership training, yielding a 96% completion rate	NONE	GOAL MET	
	I	II	2	Alamo Advise Advising Ratio, Mentoring Model, 100% Advising	Full implementation of the advising case management model for delivering advising services.	1. 82% of Advising departmental staff will be hired. 2. 100% of new staff hired will complete CAEL training.	1. 100% of Advising departmental staff will be hired. 2. 100% of new staff hired will complete CAEL training.	1. 86% of Advising department staff was hired. 2. 100% of new staff hired completed CAEL training.	NONE	GOAL PARTIALLY MET	



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Disability Support Services	III	I	1/2	Completion	Increased activity on campus with students as a result of working with community partners	None	Three additional partners from the community will join in promoting the organizational mission and goals of Northeast Lakeview College	Disability Support Services partnered with Special Olympics, Jane Madison of Veteran's Affairs, and the San Antonio Council on Alcohol and Drug Abuse. A total of 306 people attended the Fall Health Fair and the Unified Game.	NONE	GOAL MET	
	I	II	3	AlamoAdvise	Increase the number and frequency of contacts with students advised through the DSS office	88% of 166 students on the DSS caseload will receive an advising touchpoint each Fall and Spring semester (N=144 of 166)	100% of 270 students on the total advisee caseload will receive an advising touchpoint each Fall and Spring semester	100% of students on the DSS caseload received an Advising touchpoint each Fall and Spring semester. Total caseload is 270 which includes active, inactive, Judson Early College Academy (JECA) and non-DSS students.	NONE	GOAL MET	



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Financial Aid	I	II	3	Alamo ENROLL Completion	To increase students satisfactory rate of Financial Aid Services to very satisfied.	54%	59%	Two surveys were sent to students for 2016-2017 academic year and results support an 4% increase in very satisfied.	NONE	GOAL MET	
	I	II	4	Alamo ENROLL Completion	Efficient use of Banner in the delivery financial aid awards to include technology of work flows.	8 weeks	4 weeks	With the utilization of workflow, financial aid has been able to reduce the time frame from 8 weeks to 4 weeks	NONE	GOAL MET	





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Job Placement	I	I	3	Completion	Students will express satisfaction with Job Placement Services	64 % of students selected “Somewhat” to “very” satisfied rating on CCSSE Survey No Baseline	1. 70% of respondents selecting “somewhat” to “very” satisfied rating on CCSSE Survey. 2. 85% of respondents scoring “good” to “excellent” on Job Placement Services Satisfaction Survey.	1. 65% of respondents selected “somewhat to “very satisfied” on the CCSSE survey for Job Placement. 2. Job Placement Survey was not created	NONE	GOAL NOT MET	
	I	II	3	Alamo Institutes	Students will participate in job readiness activities.	1. 252 individual appointments for job readiness activities will be conducted. 2. 414 students will participate in job readiness workshops.	1. 5% increase in individual appointments. (N=267) 2. 10% increase in student participation in workshops. (N=455)	1. 335 individual appointments were made for 2016-2017, yielding a 33% increase from the previous assessment cycle. 2. 458 students participated in Job Readiness and Professional Development, resulting in an 11% increase.	NONE	GOAL MET	



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Job Placement	I	II	3	Alamo Institues	Increase and maintain student employability by providing employer's access to students.	1. 558 Student enrolled in CSO job bank. 2. 477 Jobs in CSO 3. 17 Onsite Recruitment Visits 4. 160 Student participation in onsite employer recruitment 5. 117 Students Placed in employment 6. 55.4% Job Placement Rate	1. 5 % increase in Students enrolled in CSO (N=586) 2. 5% increase in job postings. (N=501) 3. 5% increase in onsite employer recruitment. (N=16) 4. 5% increase in student participation in onsite employer recruitment. (N=168) 5. 5% increase in the number of students placed in employment. (N=123) 6. 2% increase in job placement rates. (N=57%)	1. 174 students enrolled in the CSO job bank, a 69% decrease. 2. 350 jobs were posted in the CSO job bank, a 27% decrease. 3. 43 employers participated in onsite recruiting, a 153% increase. 4. 544 students participated in onsite recruiting with employers, a 240% increase. 5. 93 students were placed in employment, a 21% decrease. 6. Job Placement rates increase to 86% from 55% from 2015-2016, a 55% increase.	WIG: Increase the number of students participating in onsite employer recruitment from 0-60 by September 18, 2017 Lead Measure: Notify 5 students a week of employer visits Lag Measure: The actual number of students who visit with employers	GOAL PARTIALLY MET	
	I	II	3	Alamo Institues	Develop and maintain internship opportunities.	1. 2 internal internships were utilize. 2. 5 external Internships were utilize.	Identify 2 internal, and 2 external partnerships for student internships Conduct one public relations facilitated focus group with students for internships.	1. 2 Internal (JECA and FSA) and 6 new External Internships were implemented. 2. No focus group was conducted.	NONE	GOAL PARTIALLY MET	



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Recruitment	I	II	3	Alamo Advise/Alamo Enroll	First Time in College (FTIC) students will attend New Student Orientation (NSO)	82% of registered FTIC's will attend a NSO session	75% of all students who RSVP for NSO will attend a NSO session	71% of FTIC's that RSVP'd registered to attend a NSO session attended.	NONE	GOAL NOT MET	
	III	I	2	Alamo Institutes	Increase awareness of college access at area middle and elementary schools.	1. 24 off-campus events held at middle and elementary schools 2. 9 on-campus events were held for middle and elementary schools	1. 25 off-campus events held at middle and elementary schools. 2. 11 on-campus events held for middle and elementary schools	1. Off-Campus There was a decrease in participation events held at local middle and elementary from 24 in 2015-2016 to 8 for 2016-2017. 2. On-Campus There was a decrease in events held on campus for area middle and elementary from 9 in 2015-2016 to 7 in 2016-2017	NONE	GOAL NOT MET	
Student Development	I	I	5	Quality	SDEV students will have a greater understanding of their Rights and Responsibilities as a NLC student.	New unit goal. No baseline	90% of SDEV adjunct faculty will complete the assessment with an 85% or higher score.	The Student Development department was unable to create the assessment for this goal. The Student Development department decide to align with the college adjunct faculty council's Pedagogy Book Club series in late June to focus on the area of metacognition as part of our professional development conducted during summer 2017.	NONE	NOT MET	



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Student Development	I	I	3	Quality	Student Development adjunct faculty will be integrated into the "Alamo Way" and feel connected to college.	New unit goal. No baseline	90% of SDEV adjunct faculty will have completed professional development.	The Student Development department provided two professional development opportunities to SDEV adjuncts but did not meet the completion rate for SDEV adjuncts attendance to sessions.	NONE	PARTIALLY MET	
	I	II	3	Completion	1. Improvement in GPA 2. Completion of SDEV 0171 course shown by students 3. Apply Covey curriculum in NLC course and real world experiences 4. Student Satisfaction and student learning	Cumulative GPA of 2.44 or higher	75% of student will say they have the strategies they need to be successful in order to complete NLC courses.	This unit assessment was partially met because the SDEV was able to conduct focus group for each SDEV 0171 sections taught however wasn't able to meet the set 2.44 GPA benchmark. SDEV has collected data over 4 semesters and have collected enough data to assess the effectiveness of the covey curriculum.	NONE	PARTIALLY MET	
Student Development, Leadership and Activities	I	II	3	Quality	1.) Students will demonstrate campus involvement both on and off college grounds. 2.) Establish new student clubs and organizations	1.) 2015-16 Baseline for registered student organizations is 14- Fall 2015 & 13- Spring 2016 2.) 2015-2016 programs planned and executed (n=150)	1.) Register 15 or more student organizations for Fall 2016 & Spring 2017 2.) 2016-2017 AY (n=151) programs planned and executed by student organizations	1.) Fall 2016 had 13 student organization participating and Spring 2017 had 12 students organizations participating. 2.) 5 % decrease in student organization planned and executed programming for 2016-2017 (difference of n=23) as compared to 2015-2016 data.	NONE	1.) NOT MET 2.) NOT MET	



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Student Development, Leadership and Activities	I	II	3	AlamoInstitutes	1.) The number of individual students participating in student organizations will increase each year. 2.) Student organizations will host an on campus event.	1.) 2015-2016 (n=960). 2.) Fall- (n=11) and Spring- (n=10)	1.) 5% increase (n= 1008) 2.)75%= Fall 2016: (n= 9.75) and Spring 2017: (n=9)	1.) There was a 7% decrease in student participation in student organizations for 2015-2016 (n=960) compared to 2016-2017 (n=895). 2.) Fall 2016 - 76% (n=10) and Spring 2017 – 75% (n=9) of all registered student organizations hosted a campus event in AY 2016-2017. Student numbers are duplicated counts.	NONE	1.) NOT MET 2.) GOAL MET	
	I	II	3	Completion	The department will be better informed of: 1. The effectiveness of procedures and actions designed to improve extramural student athlete’s academic success and professional acumen. 2. Areas of improvement. 3. A general baseline for extramural student athlete academic standard.	No baseline	1. 75% of Extramural student athlete respondents indicate that participation on the team improved their Academic success. 2. 75% of Extramural student athlete respondents indicate that participation on the team improved their Professional acumen.	100% of focus group participants indicated being on the extramural teams improved the academic success	NONE	GOAL MET	



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Student Development, Leadership and Activities	I	II	3	Quality	Offer a variety of special events that integrate students to programming and aids them in becoming a part of the fabric of NLC.	2100 students will participate in campus events and programming.	5500 students or more	6557 students participated in campus events and programs for 2016-2017. This was a 19% increase over the benchmark. The increase in number of students becoming more engaged could be due to the SDLA focusing on increase student engagement for the last three WIG cycles. Student numbers are duplicated counts.	<p>1. <i>Lead:</i> Contact 0-925 infrequent student users to re-engage with OrgSync Oct. 03 – Mar. 03. <i>Lag:</i> Each team member will meet with 8 students per week to discuss involvement.</p> <p>2. <i>Lead:</i> SDLA staff members will contact 0 to 64 students who have 45 hours or more to create an ePortfolio by July 14, 2017. <i>Lag:</i> Every full time staff will contact one student each week to discuss ePortfolio steps.</p> <p>3. <i>Lead:</i> SDLA will post 0-96 photos on social media featuring students from August 7 - November 10. <i>Lag:</i> Each SDLA member will post at least 2 photos on SDLA social media platforms featuring students every week.</p>	GOAL MET	



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Student Development, Leadership and Activities	I	II	3	AlamoInstitutes	Student organization officers will initiate and achieve General Education Competencies: a) Critical Thinking Skills b) Communication Skills c) Social Responsibility d) Teamwork e) Personal Responsibility f) Empirical and Quantitative Skills	Fall 2015- 56% (average n= 26 out of 41 students) and Spring 2016- 46% (average n= 21 out of 46 students)	Fall 2016: 75% (n=28.5 out of 38) attendees & Spring 2017: 75% (n=37.5 out of 50) attendees	Fall 2016- 53.29% of all officers of student organizations were able to teach general education competencies through presentations. (average n= 20.25 out of 38 students) Spring 2017- 47% of all officers of student organizations were able to teach general education competencies through presentations. (average n= 23.5 out of 50 students) SDLA has not created an effective instrument to assess the general education competency learning. Currently, SDLA is assessing the learning of the general education competencies through one on one organization meetings.	NONE	NOT MET	
	III	III	1/2	Quality	The department will be able to: 1. Determine if the event will be annually held. 2. Identify areas of potential growth for the event.	n/a	Attendance for the event exceeds 150 people. (50% percent capacity of wellness gym) Two or more community partners.	The attendance goal was met with 156 The community partner goal was with 3	NONE	GOAL MET	



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Transfer Services	I	I	5	Completion	1. Students will express satisfaction with transfer services provided. 2. Students will rate transfer services favorably on internal survey. 3. Students will rate transfer services favorably on off-campus university visits.	1.(2015 CCSSE)-73% Satisfaction Rate 2. No baseline 3. No baseline	1. 75% of respondents selecting "somewhat" to "very" satisfied rating on 2017 CCSSE Survey. 2. No survey created 3. 85% of students will rate favorably on Off Campus University Visit Survey.	1. 91% of respondents from the 2017 CCSSE survey reported that they were "somewhat" to "very" satisfied with transfer advising/planning. This yielded a 25% increase in student satisfaction from the previous CCSSE administration in 2015. 2. No survey created. 3. 41 students participated in off campus trips. All students completed a survey rating their satisfaction. 100% of the student participants listed that they "agree" or "strongly agree" with the statement that, "Overall, I was very satisfied with the visit to this university."	NONE	GOAL MET	





Department	Goal	Objv	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	FY 2017 Target	Current Status (FY 17 Actual)	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
Transfer Services	I	II	3	Alamo Institute	Increase the number of student participation in transfer fairs, one on one recruitment sessions, and off campus university visits.	1.1. Students participating in Transfer Fairs: N=708 2. Student participants in one on one recruitment sessions. N=368 3. Student participants in Off Campus Trips. N=21	1. 5% increase N= 743. 2. 5% increase N=386 3. 50% increase N=32	1. 800 students participated in the transfer fairs for the 2016-2017, yielding a 13% increase in student participation from 2015-2016 of 708 participants. 2. 430 students participated in one on one recruitment sessions with universities, yielding a 17% increase from the previous assessment cycle where 368 were recorded. 3. 41 students participated in these off campus trips which was a 95% increase from the previous assessment cycle of 21.	3. WIG: Increase the number of students informed of university trips from 0-160 by May 1, 2017. Start Date: January 9, 2017 End Result: 95% increase in student participants in off campus trips.	Goal Met	
	I	II	2/3	Completion	Increase the number of eligible reverse transfer students.	Number of reverse transfer graduates 2015-16: N= 5	1. 20% increase N=6	41 students were identified as reverse transfer graduates, yielding a 720% increase from previous assessment cycle. The 41 reverse transfer graduates also accounted for 29% of the total graduates for 2016-2017 academic year.	WIG: Increase the number of reverse transfer graduates from 26-46 by September 29, 2017. Start Date: June 19, 2017 End Result: 720% increase in reverse transfer graduates.	Goal Met	



Department	Goal	Objv	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	FY 2017 Target	Current Status (FY 17 Actual)	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
Veterans	I	II	3	Quality	Military connected students will experience support on campus	The 2015-2016 benchmark was 7 on campus events.	The 2016-2017 Veterans Student Alliance will increase number of activities on campus to 9.	The 2016-2017 cycle included club participation in 21 on campus events compared to participation in 7 on campus event in 2015-2016 cycle	NONE	Goal Met	
Veterans	I	II	3	Completion	Students will be able to retain Hazlewood benefits.	Hazlewood Students persistence rate for Fall 2014-Summer 2015 (220) to Fall 2015-Summer 2016 (395) was 56%.	65% of Hazlewood students will achieve persistence rate.	Persistence rate for Hazlewood Students for Fall -Spring is 65%.	NONE	GOAL MET	





Department	Goal	Objv	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	FY 2017 Target	Current Status (FY 17 Actual)	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
Welcome Center/Call Center	I	II	3	Alamo Enroll	Students will be successful in understanding the steps for enrollment, advising, assessment and registration.	No baseline	<ol style="list-style-type: none"> 1. Complete procedure manual 2. 100% staff trained 3. Implement registration protocol 	The Goal and Expected Outcome as written were not measurable. The indicators of success were based upon the unit action steps/task list	NONE	NOT MET	
	I	II	3	Alamo Enroll	Students will receive timely and accurate answers to questions on enrollment steps when utilizing Call Center services.	No baseline	<ol style="list-style-type: none"> 1. Complete training manual 2. 100% of staff trained 3. 75% answer call efficiency rate 	The Goal and Expected Outcome as written are not measurable. The indicators of success was based upon the unit action steps/task list.	NONE	NOT MET	





COLLEGE SERVICES



Department	Goal	Objv	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	FY 2017 Target	Current Status (FY 17 Actual)	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
Budget	I	I	4	Financial Sustainability	Board of Trustees will approve the 2016/2017 budget by August 31, 2016 to allow spending in Banner Finance by 9/1/16.	Board approval by 8/31/2015 and available for spending 9/1/15	Board approval by 8/31/2016 and available for spending 9/1/16	Non-labor budgets became available for departmental spending on 8/16/16, with a transaction date of 9/1/16		MET	
	I	I	4	Financial Sustainability	Monitor NLC average class size for incremental increases to 25 to maintain funding allocated through the budget model.	Fall (Sections by Rubric): Fall (Budget by Fund Code): 25.4 Fall (Fund Code Trend by Rubric): 25.5 Spring (Sections by Rubric): Spring (Fund Code Trend by Rubric): 23.8	Fall (Sections by Rubric): Fall (Budget by Fund Code): 25 Fall (Fund Code Trend by Rubric): 25 Spring (Sections by Rubric): Spring (Fund Code Trend by Rubric): 25	Fall (Sections by Rubric): Fall (Budget by Fund Code): 25.7 Fall (Fund Code Trend by Rubric): 25.5 Spring (Sections by Rubric): Spring (Fund Code Trend by Rubric): 24.3		PARTIALLY MET	
	I	I	4	Financial Sustainability	Monitor NLC total Enrollment/Headcount Fall 16 to maintain funding allocated through the 2016 funding model.	Fall (Location): 5131 Fall (Owner): 3332	Fall(Location): 5650 Fall(Owner):	Fall(Location):, 4,854 Fall(Owner): 3,484 4.6% increase		NOT MET	Complete 2017 Report Total enrollment down Updated 8/31/17



ALAMO COLLEGES DISTRICT
Northeast Lakeview College

Department	Goal	Objv	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	FY 2017 Target	Current Status (FY 17 Actual)	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
Budget	I	I	4	Financial Sustainability	Monitor NLC's contact hours to sustain the funding level of the FY 17 allocated budget.	781,954 Fall 15 and Spring 16	10% above Fall 15 and Spring 16 842,618	709,327		NOT MET	
	I	I	4	Financial Sustainability	Provide on-going budget monitoring and management to ensure NLC operates within the 2016 budget allocation.	98.6% - 1.4% of the budget remained at the end of the year	Less than 3% budget balance will remain at the end of fiscal year.	98% - 2% of the budget remained at the end of the year		MET	2% of the budget remained at the end of the year \$294,260 unspent budget remained at the end of the year after the removal of fringe benefits and IT/Communication cross charges.



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Department	Goal	Objv	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	FY 2017 Target	Current Status (FY 17 Actual)	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
Department of Public Safety (DPS)	II	I	3	Focus on Students, Customers, and Employees	Continue to improve customer satisfaction with the Department of Public Safety	Favorable ratings on Customer Satisfaction Survey: 100%	Maintain Favorable ratings on Customer Satisfaction Survey: 100%	100% Results were favorable		MET	<i>Area of concern is night-time visibility is below 16/17 target even though still in the green area.</i>
	II	I	3	Focus on Students, Customers, and Employees	Increase employees perception of NLC providing a safe and secure work environment (PACE)	3.93	NLC providing in a safe and secure work environment will be at least 4.00 Increase participation rate 50% above 15/16 rate.	4.16 PACE Result 15.5% increase rate.		PARTIALLY MET	
	II	I	3	Focus on Students, Customers, and Employees	Reduction in criminal offenses.	30.8% decrease	2016/17 data, reduce total number (13) of all crimes reported 20% (data based on calendar year).	46.2% decrease		MET	



Safety and Security – Ensure safe
and secure teaching and learning
environments



Department	Goal	Objv	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	FY 2017 Target	Current Status (FY 17 Actual)	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
Facilities	II	I	5	Focus on Students, Customers, and Employees	FY 2016-17 State Mandated Inspection results for Fire Sprinkler Systems, Fire Alarms System, Fire Extinguishers, Fire Line Backflow Preventers, Hydrant Test, and Emergency/Exit Lights, will reflect an overall 25% decrease in minimal findings compared to FY 2015-16 results and continue to have 0 major findings.	49 - Total Violations by Type	25% decrease in minimal findings in FY 2016-17 compared to FY 2015-16 results (37).	62 - Total Violations by Type		NOT MET	26.5% Increase over 15/16 deficiencies.
	II	I	5	Focus on Students, Customers, and Employees	Wheel Chair Lifts: Inspections for FY 2016-17 will have a 0 violations and 0 Late Filing Notices.	0 violations and 3 Late Filing Notices.	0 violations and 0 Late Filing Notices.	No Violations and No Late Notices in FY 2017		MET	
	II	I	5	Focus on Students, Customers, and Employees	Elevator Inspections: Inspections for FY 2016-17 will have a 0 violations and 0 late notices compared to FY 2015-16.	0 violations and 10 Late Filing Notices.	0 violations and 0 Late Filing Notices.	No Violations and No Late Notices in FY 2017		MET	



Department	Goal	Obj	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	FY 2017 Target	Current Status FY 17 Actual	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
Facilities	II	I	5	Focus on Students, Customers, and Employees	Continuous reduction in open work orders as of 8/31/17.	13 work orders carried forward to FY 17	5% or less of open work orders as of 8/31/17.	8 work orders carried forward to FY 18		MET	39% open work orders carried forward
Human Resources	II	II	1	Focus on Students, Customers, and Employees	95% of full-time employees will complete IT Security Awareness Training Course by the established deadline.	83% completion rate of mandatory training	95% completion rate by 10/31/16 deadline	43.1% Completed		MET	
	II	II	1	Focus on Students, Customers, and Employees	100% of full-time employees will complete Annual Mandatory Training assigned in AlamoLearn by established deadline	91% completion rate of mandatory training	100% completion rate	Module deactivated 1/13/17.		NOT ASSESSED	



Department	Goal	Objv	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	FY 2017 Target	Current Status (FY 17 Actual)	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
Human Resources	II	I	4	Focus on Students, Customers, and Employees	Reduction in FY 2017 ethics complaints compared to FY 2016	Ethics Hotline calls decreased 80% from FY 2015 to FY 2016. The number of validated ethics complaints decreased 85.7%	0% in ethics complaints in 2017.	Ethics Hotline calls increased 300% from FY 2016 to FY 2017. The number of validated ethics complaints increased 500%		NOT MET	
	II	I	5	Focus on Students, Customers, and Employees	Provide mid-year employee salary increases to full time and part-time employees.	Only Employees below market salary received a mid-year increase on 1/1/16.	Implement employee salary increases	Salary increase incorporated for full year on 9/1/16.		MET	
IT	II	I	5	Focus on Students, Customers, and Employees	Implement Phase IV of the workstation replacement programs, Classroom and Lab Desktop through replacing identified equipment with warranty expirations before August 2017	68.2% were upgraded	75% of 178 identified out of warranty equipment will be purchased (Pending funding)	100% of workstations and laptops orders ordered 0% of printers ordered		PARTIALLY MET	25 Printers were not purchased they are being replaced by the Stewart Device Management Contract



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Department	Goal	Objv	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	FY 2017 Target	Current Status (FY 17 Actual)	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
IT	II	I	5	Focus on Students, Customers, and Employees	To be responsible for the annual inventory of Northeast Lakeview College's tagged property.	99.98%	100%	99.95%		NOT MET	2 high risk items unresolved
	II	I	5	Focus on Students, Customers, and Employees	IT Call Centers quarterly average for Service Level and Monthly Efficiency will be 80% or higher through August 2017. Note: A goal for their monthly averages being 80% by August 2018.	Service level % and Efficiency % were not 80% or higher for the 4 quarters.	2017 quarterly average for Service Level and Monthly Efficiency will be 80% or higher	11 of the 12 months Service Level percentage was 80% or above 8 of the 12 months efficiency percentage was 80% or above		PARTIALLY MET	
	I	I	5	Focus on Students, Customers, and Employees	Continue to increase student satisfaction with computer labs available at the college. (CCSSE) Continue to increase employee satisfaction with technology available at the College. (PACE)	FY 2015 CCSSE 92.9% PACE 3.83	95% of students will be satisfied with the computer labs at NLC. Employees perception of NLC providing technology tools allowing them to meet their job responsibilities efficiently will be at least 3.90 (on a 1-5 scale).	67.5 % of students will be satisfied with the computer labs at NLC Employees perception of NLC providing technology tools allowing them to meet their job responsibilities efficiently was 3.90		PARTIALLY MET	



Department	Goal	Objv	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	FY 2017 Target	Current Status (FY 17 Actual)	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
Institutional Research & Effectiveness	I	I	5	Focus on Students, Customers, and Employees	Assist departments with disaggregated data resources for the following College mission critical effectiveness requirements: <ul style="list-style-type: none"> • Annul Program Unit Execution (4DX) • Multi – Year Program Reviews 	2015/16 NLC Institutional Performance Snapshot included thirteen (13) major data profile tabs with inclusions of twenty-two (22) individual student achievement sub profiles disaggregated by ethnicity/gender, matriculation status and student type.	IR SharePoint website will be updated with KPI data for Fall and Spring Semester to provide College Constituents information needed to maintain their <i>Unit Plans, 4DX scorecards, and Multi-Year Program reviews</i>	Conversely, the performance snapshot for AY 2016/17 has increased to 31 major profile data tabs with further inclusions of sixty-seven (67) individual sub profiles disaggregated by ethnicity/gender, student type matriculation type and SCH attainment		MET	
	I	II	3	Focus on Students, Customers, and Employees	Assist Departments with disaggregated data resources for the following College mission critical institutional effectiveness requirements: <ul style="list-style-type: none"> • Annul Program Unit Execution (4DX) • Multi – Year Program Reviews 	2015/16 NLC Institutional Performance Snapshot included four (4) major student engagement profile tabs. Within tabs, four (4) individual sub profiles were further disaggregated by institutional peer comparisons and engagement category of College interest.	IR SharePoint website updated with CCSSE/ SENSE and Noel Levitz Student Engagement results occurs during the Spring and Summer semester sessions. Posted profiles provide College constituents with information needed to maintain their Unit Plans, 4DX scorecards, and Multi-Year Program reviews	For the current AY 2016/17 snapshot, student engagement tabs increased by two (2) from the previous year to include a total six (6) performance profiles. Disaggregated engagement profiles increased by two (2) from the previous year to include a total of six (6).		MET	



Department	Goal	Objv	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	FY 2017 Target	Current Status (FY 17 Actual)	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
Institutional Research & Effectiveness	III	II	1	Focus on Students, Customers, and Employees	Required update to the previous scan conducted in 2010, with expanded focus on socio-economic demographic trends by MSA postal zip codes and workforce industry projections as developed the by Regional Council of Governments and State of Texas.	An initial environmental scan of NLC's Immediate Market Service Area – Baseline Data	Summary analysis of initial NLC Environmental Scan placement on IR SharePoint and further utilization by the College for an expanded assessment of service area Workforce needs and resulting new academic program development.	Environmental scan document completed. A copy of the Scan is identified in Example 12 (see summary for Unit Assessment Goal 3). In addition to required profile variables identified in the Data Collection Evidence section, the IR developed document included information on market service area economic activity and expanded opportunities for NLC Postsecondary coverage		MET	
	II	I	2	Focus on Students, Customers, and Employees	Documentation of monitoring processes designed to track individual program unit compliance for institutional effectiveness documentation and College mission attainment.	An initial environmental scan of NLC's Immediate Market Service Area – Baseline Data	Placement of report tracking template on the IR SharePoint, which further enhances transparency of the NLC institutional effectiveness reporting cycle.	As noted in Example 13 (see summary assessment Unit Goal 4), the IR developed compliance template provides a matrix snapshot of unit plan and multi-year program review report submissions over a six year reporting cycle.		MET	



Department	Goal	Objv	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	FY 2017 Target	Current Status (FY 17 Actual)	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
Operations	II	I	5	Financial Sustainability	Implement Phase I of the equipment replacement programs, through replacing identified broken and out of warranty equipment, excluding desktops before August 2017	Baseline – First year to implementation	100% of identified broken and out of warranty equipment will be purchased (Pending funding)	93% Ordered		PARTIALLY MET	13 out of 14 items ordered and delivered before 8/31/17
	II	I	3	4DX	Continue to Create or Update continuity books in College Services.	Create or Update continuity Books in College Services 0% complete to 100% complete in all areas by May 16, 2016. 17 Procedures created.	0% complete to 100% complete in all areas by January 9, 2017.	6 Procedures created 28 Procedures updated	WIG: Continue to Create or Update continuity books in College Services. by January 9, 2017. LEAD: Meet weekly with Team to ensure all Team members make progress on their Continuity Books.	MET	Assessment closed
	III	I	2	Financial Sustainability	Continue to expand the community access to boost activity in Wellness building and boost revenue	Open Gym year round implemented FY 15/16 was \$2,685	The target is to make at least 75% of revenue received in 15/16 or \$16,684.	104.7% increase above the 15/16 revenue		MET	



ALAMO COLLEGES DISTRICT
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Department	Goal	Obj	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	FY 2017 Target	Current Status (FY 17 Actual)	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
Operations	III	I	2	Financial Sustainability	Continue to assess external facilities rentals as an additional revenue stream (Previously Assessed by VPCS)	22,245.00	to make at least 75% of revenue received in 15/16 or \$16,684	\$45,525.50 rental revenue raised. 104.7% increase above the 15/16 revenue.		MET	Data is as of 8/31/17
Resource Development	III	I	2	Completion	Increase the percent of male scholarship applicants	31.1% of scholarship applicants were male, an increase of 2.1%	Increase the proportion of male scholarship applicants from 29% to 34%	194 of 539 scholarship applicants were male. This represents 36% of the total number of applicants and exceeds the target.		MET	ORD will continue marketing scholarship opportunities to classes with high levels of male enrollment in an effort to continue to increase the ratio of male scholarship applicants. In the upcoming scholarship recruitment season, ORD will focus on recruiting students participating in student organizations, particularly those with high male enrollment.
	III	I	2	Completion	This office will maximize scholarship funds to eligible students.	One student received more than one scholarship in AY 2015-2016. This equates to 0.24% of the 421 total recipients of Alamo Colleges scholarships.	No more than 3% of students will receive more than one scholarship from Alamo Foundation sources.	Out of the 252 students who were awarded scholarships, only 3 received more than one scholarship from The Alamo Colleges Foundation. This amounts to 1% of scholarships awarded the same students.		MET	



Department	Goal	Objv	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	FY 2017 Target	Current Status (FY 17 Actual)	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
Resource Development	III	I	2	Completion	This office will increase the number of scholarship applicants	104 fewer scholarship applications were received than in AY 2015-2016 than in AY 2014-2015. 34 fewer Alamo Foundation scholarships were awarded than last year and 44 fewer T-STEM scholarships.	Increase Alamo Foundation scholarship applications to 425 and maintain current level of T-STEM applicants (43) for a total of 468 scholarship applicants.	The number of applicants for Foundation scholarships increased to 539, but the number of T-STEM applicants declined to 23. The total number of scholarship applicants was 562.		MET	Increased outreach and a revamped scholarship workshop helped increase the number of Foundation scholarship applications.
	III	I	2	Completion	This office will award available scholarship funds to eligible students.	The total amount of Alamo Foundation scholarships available to NLC students was \$153,496. The total amount awarded was \$150,986 so that 98.4% of available funds were awarded.	Maintain awarding 95% of the scholarship dollars during the fall semester	258 Foundation scholarships were available and 252 were awarded. 98% of Foundation scholarships were awarded. 23 T-STEM scholarships were awarded to NLC students out of an allotted 34. 68% of T-STEM scholarships were awarded. A total of 292 scholarships were available to NLC students and 275 were awarded. 94% of all scholarships were awarded.		NOT MET	Scholarship awards on the Foundation side were above target, but the loss of the T-STEM Liaison has had an impact on the number of T-STEM scholarships that were awarded.



Department	Goal	Objv	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	FY 2017 Target	Current Status (FY 17 Actual)	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
Resource Development	I	I/II	4/3		This office will submit grant proposals to appropriate funding sources.	Grants developed and continued to refine a grant proposal for a mentoring program for young men. No public funding opportunities were identified for this project, but a number of potential private funders were identified. After asking diverse individuals from different areas of the College to be grant manager for this project, was unable to find anyone willing	Submit three proposals for initiatives to support academic success of students at NLC.	A TRIO Upward Bound grant was partially developed but not submitted. RFPs for grants from the National Endowment for the Humanities and other sources were not explored because no grant manager for the project could be found.		NOT MET	A TRIO Upward Bound grant was partially developed but the grant manager withdrew from the project because of concerns that the budget for staffing would not be adequate. Office space for the project also could not be found. Grant managers for other RFPs that NLC was eligible to apply for proved difficult to find.
	I	I/II	4/3		This office will submit grant proposals to appropriate funding sources.	developed and submitted proposals for four community education projects. Two were funded, one was declined, and one is still pending as of this writing.	Submit two proposals for initiatives supporting a community education program	Underwater robotics summer camp was completed and submitted in November for a Governor's Summer Merit Program grant. . ORD assisted Sabrina Hammel and Robert Vaughn in the development of Innovation grants in service learning and community gardening projects		MET	Proposals were developed and submitted for a robotics summer camp, a community gardening program, and a community-based service learning program. A decision was made not to pursue a summer camp to teach girls how to write computer code due to lack of staffing in the Community Education program.



Department	Goal	Objv	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	FY 2017 Target	Current Status (FY 17 Actual)	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
VPCS	I	I	4	Financial Sustainability	Receive no negative findings in the CAFR for the Years End August 31 2016 and 2015.	FY 2015 CAFR had zero deficiencies	Maintain zero findings in the NLC Comprehensive Annual Financial Report (CAFR) as of August 31, 2016.	The FY 2016 CAFR had zero deficiencies		MET	This assessment has been assessed with positive results for several years and therefore will be closed.
	II	I	3	Financial Sustainability	Complete 5 annual Evacuation Drills to be in compliance with HB 1831 Calendar Year.	Complete the 5 drills by 12/31/16 Lockdown 12/5/16 Shelter in Place/Severe Weather 4/26/16 Reverse Evac 11/21/16 Evacuation 1/6/16	Completed remaining 2 Drills For 2016 Complete the 6 drills by 12/31/17 (Based on calendar year).	Completed remaining 2 drills by 12/31/16: 11/21/16 - Reverse Evac/Severe Weather 12/5/16 – Lockdown Completed 2 of the 6 drills by 8/31/17 : Reverse Evac 7/17/17 Evacuation/Severe Weather 8/25/17		PARTIALLY MET	Lockdown Scheduled for November and Shelter in Place Scheduled for October



Department	Goal	Objv	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	FY 2017 Target	Current Status (FY 17 Actual)	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
VPCS	II	I	3	4DX	Increase Emergency Management Awareness by Engaging Faculty, Staff, and Students	New Assessment to promote awareness	Engage of minimum of 160 NLC faculty and staff by October 3, 2016 Interact (present) to an average minimum of 65 students every week until May 13, 2017.	Numbers achieved – Total staff and faculty engaged was 165 Total of 1,468 students engaged. 1,239 final count after duplicate students removed.	WIG: Interact with a minimum of 10 faculty or staff employees per week through October 3, 2016 LEAD: WIG: Increase Emergency Management awareness by engaging 1,040 students by May 13, 2017. LEAD: Interact (present) to an average minimum of 65 students every week until May 13, 2017	MET	presentations were co-presented by Team Dove Operations and The Alamo Colleges District Department of Public Safety officers located at Northeast Lakeview College, Corporal Jason Santos delivering the majority of their sections of the presentation. Both Assessments closed
	II	I	3	4DX	Conduct a minimum of two on-campus safety and emergency response trainings by 8/31/17.	ePanic Button Software Webinar completed September 21, 2015 Disaster Preparedness Homeowner Workshop completed June 26, 2016	Continue a minimum of two on-campus safety and emergency response trainings by 8/31/17.	99 employees attended the concealed carry awareness presentation at the 5/5/17 first Friday. 36 employees attended the CPR First Aid Training.		MET	



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Department	Goal	Objv	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	FY 2017 Target	Current Status (FY 17 Actual)	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
VPCS	II	I	3		Implement an on-campus tabletop exercise by 8/31/17.	Active Shooter/Killer tabletop completed 12/14/16	ERT tabletop exercise by 8/31/17.	ERT Tabletop held 8/4/17		MET	
	II	I	5		Provide Periodic Reports to Executive Team to assist in cross college decision making as it relates to budget, personnel, and operation through 8/31/17	New Assessment to promote Executive Team Monitoring	Provide Monthly Position Vacancy Data average class size data, by semester, update monthly on budget status and concerns, facilities related data through 8/31/17.	Provided Vacancy Report Monthly to President starting May 2017; Provided budget analysis with contact hour comparison at Exec Team Meetings.		MET	





PRESIDENT OFFICE



Department	Goal	Objv	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	FY 2017 Target	Current Status (FY 17 Actual)	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
Office of the President	III	I	1	Accreditation	Continue to monitor strategies determining compliance with SACSCOC core requirements, comprehensive standards, and federal requirements	At its meeting on June 16, 2016, the SACSCOC Board of Trustees granted Candidacy Status	Successful SACSCOC Accreditation Committee Visit	At the exit report the College received no negative recommendations and one commendation for its use of research and data to inform its student success and continuous improvement agendas.		MET	December 2017: Expected date which SACSCOC will adjudicate NLC's application for initial accreditation. This review will be informed by: 1) NLC's February onsite review by SACSCOC (no recommendations noted); and 2) NLC's response to six specific standards in relation to demonstrating institutional autonomy (also previously adjudicated by SACSCOC in February 2017 with no issues found). Spring 2018: Complete substantive change for ECHS and prepare for site visit. Launch Quality Enhancement Plan (QEP)
	III	III	2	Focus on Students, Customers, and Employees	Complete participation of year two in the Communities of Excellence team, a partnership with SCUCISD, Methodist Hospital, City of Schertz, , and ESC Region 20.	STEP launched in October 2016 and met six times over the 15/16 year - NLC began with a 9 member team. NLC submitted an Organization Profile to the Quality Texas Foundation May 15, 2016 and received a Pioneer Level Award (Beginners Level) recognition June 27, 2016.	Expand NLC Communities of Excellence Team Completion of Year 2 Framework that focus on the People "The Who" as of 8/31/17	Year 2 complete and Summary provided to President Exec Team and to Existing and new STEP members		MET	Faculty to join the NLC STEP Team Year Three 2017-18 → Framework (Processes/Structure "The What"): <input type="checkbox"/> Category 2 – Strategy* <input type="checkbox"/> Category 4 – Measurement, Analysis, & Knowledge Management* <input type="checkbox"/> Category 3 – Operations* * Category 7.1 – Product & Process Result & Category 7.5 – Financial & Market Result



Department	Goal	Objy	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	FY 2017 Target	Current Status (FY 17 Actual)	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
Office of the President	II	I	1	Focus on Students, Customers, and Employees	Launch and align College 17-19 Strategic Plan across institution	New Assessment	Strategic Plan Roll-Out by 12/15/16 Update, align, and begin to track goals/strategies in the strategic plan status report by 12/15/17 Update and Align Strategy Map by 5/31/17	All benchmarks completed.		MET	November 30, 2017 VP, Dean, or designee complete closeout Strategic Plan Status Report Performance Goals based on Unit Plan Results. VPCS pdf and submit to Director of PR to upload to College Webpage under Strategic and Unit Planning. Roll and Launch 17/18 Strategic Plan Status Report with Performance Goals based on Unit Plan Assessments Linked to the 17/18 Unit Plans.
Public Relations	III	I	2/3	Focus on Students, Customers, and Employees	The President will have regular meetings with members of the Friends of the Nighthawk Advisory Group to ensure two-way communication between the college and the community.	The group meets on a regular basis. Information regarding key college highlights is shared with group and their feedback is requested. 1. Summaries of the meetings can be found on the college website.	Dates and agendas of quarterly meetings	Dates of meetings have been scheduled and noted on the President's webpage through July 25, 2018		MET	



Department	Goal	Objv	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	FY 2017 Target	Current Status (FY 17 Actual)	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
Public Relations	III	I	2/3	Focus on Students, Customers, and Employees	Community members will engage in the planning and execution of events and activities in association with the institution's 10-year milestone		1. Program and Activities scheduled 2. Community Event/President's Scholarship Gala	The following events were completed that involved community partners and/or donors: 1. The 10th Anniversary Report (appendix 1) (featured the first four Founding Donors to establish a scholarship at Northeast Lakeview College). 2. Coin Design & T-shirt Design contests Open to students, employees, and the community – designs for the college challenge coin and celebration t-shirts were created.		PARTIALLY MET	
	III	I	2/3	Focus on Students, Customers, and Employees	The PR department will increase the extent to which information is shared within the institution by 5%	2015 Mean: 3.081	A Mean score increase of 5% from the 2015 PACE survey (on a scale of 1-5) on the question that specifically addresses the extent to which information is shared within the institution. 2015 Mean Score (3.08) 5% increase (3.23) for 2016	2016 Mean: 3.563		MET	Increase demonstrated is 15%



Department	Goal	Objv	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	Current Status (FY 17 Actual)	FY 17 Actual	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
Public Relations	II/III	I/I	2/3	Focus on Students, Customers, and Employees	The PR department will increase the extent to which open and ethical communication is practiced at this institution by 5%	2015 Mean: 3.02	A Mean score increase of 5% from the 2015 PACE survey (on a scale of 1-5) on the question that specifically addresses the extent to which open and ethical communications is practiced. 2015 Mean Score (3.02)5% increase (3.17)	2016 Mean: 3.369		MET	Increase demonstrated is 11.5%
	II/III	I/I	2/3	Focus on Students, Customers, and Employees	The PR Department will Produce distribute quarterly assessment newsletter internally and externally	The PR Office produced four editions of the "Assessment Matters @ NLC" Newsletter. The newsletter was placed online and distributed to employees via email	Distribute 4 assessment newsletters annually.	In 2017, the PR Office produced a 10 th Anniversary Report (appendix 1)in lieu of these quarterly reports. The report was a high gloss multipage document that featured former students, graduates, highlighted donors, college recognitions over the past decade.		PARTIALLY MET	
	II/III	I/I	2/3	Focus on Students, Customers, and Employees	will re-assess employees to determine inefficiencies in its current internal communications process	Unit assessments 4 will be assessed in 2016-2017 utilizing a similar method to avoid survey fatigue	Modifications/Adjustments to internal communications activities	Three different data setscollected: (1) Employees were surveyed to determine the effectiveness of the weekly e-news (appendix 2) (2) Employees were surveyed on the effectiveness of the college's monthly all-college meeting (appendix 3) (3) Periodic meetings with staff and faculty constituent groups provided valuable opportunities for improvement (4) Revised Share governance document and shared online and at Convocation.		MET	



Department	Goal	Objv	Stgy	Strategic Priorities	Expected Outcome	FY 2016 Baseline	FY 2017 Target	Current Status (FY 17 Actual)	WIG Connection	Results (Goal Met, Partially Met, or Not Met)	Comments
Public Relations	III	I	3	Focus on Students, Customers, and Employees	promote college events, activities and accolades through media outlets and external communication methods.	2,882,119 exceeding unit goal by 20%	Increase baseline unit goal of media impressions by 5% to 2,520,000	Media impressions for 2016-2017 totaled 14,458,526 (an increase of 473%)		MET	
	III	I	3	Focus on Students, Customers, and Employees	Utilize digital technology mediums to market Northeast Lakeview College and communicate with internal and external constituents.	Facebook Average reach per post 2015/16 101 Twitter Impressions 2015/16 37649	Increase social media engagement and website traffic by 5%	As of March 2017, social media engagement increased 178% Additionally, webpage had reached an all-time high of 177,221 during the same timeframe from the previous year Facebook Average reach per post 2016/17 268 165% increase Twitter Impressions 2016/17 55176 47% increase		MET	
	III	III	1/2	4DX	The PR Office will plan and execute celebrations for internal and external audiences		Events scheduled and executed	34 events and activities were coordinated and celebrated; targeting each audience (employees, students, community)	<p>Celebrating Student Success</p> <p>34 Events & Activities</p> <ul style="list-style-type: none"> Community/College-wide: 12 Employee Events: 12 Student Events: 10 	MET	



Community Relations & Continuing Education – Strategically align community and special interest programming with community need.

Friends of Nighthawks

President's Advisory Council

Council Members:

- Kim Turner, Chair (Universal City)
- Lisa Mochel, Co-Chair (eESI)
- Dr. Veronica Garcia, President
- Dr. Tangila Dove, Vice President, College Services
- Dr. Debbie Hamilton, Vice President, Student Success
- Dr. Alan Cottrell, Interim Vice President, Academic Success
- William Fanning Dean of PTE
- Kathleen Labus, Director, Public Relations
- Ed Cimics (Live Oak)
- Amie Reynolds (Tri-County Chamber)

Friends of Nighthawks

President's Advisory Council

Council Members:

- Claudia Walker (Schertz ISD)
- Jackie Jackson (UTSA)
- Kate Silvas (Converse)
- Larry Carlton (Cibolo)
- Milton R. Fields, III (Judson ISD)
- Monique Vernon (Kirby)
- Patty Horan (City of Schertz)
- Tony Moore (DMooney Enterprises)
- Maggie Titterington (President-The Chamber of Cibolo, UC, Schertz)
- 110 □ Linda Cannon (SCUCISD)

NLC leaders and employees engaging with and serving external entities in short-term or long-term leadership/ member capacities

Dr. Tangila Dove (updated 6/2/17)

Executive Board CCBO, Member of NACUBO, Government Finance Officers Association, Grace After Fire Board, Alamo Project Management Institute San Antonio Chapter, South Texas Excellence Partnership (NLC Co-Chair)

Dr. Debbie Hamilton

Delta Sigma Theta Sorority, Inc. (DST) is a public service organization of predominately African American college educated women. The San Antonio Alumnae Chapter as established on August 16, 1933. The chapter follows the philosophy upon which the national organization was founded, committed to engaging in public service, concern for social welfare, academic excellence and cultural enrichment. Northeast Lakeview partners with DST to host the Annual EMBODI: Men of Color Conference each year, now in its 7th year. San Antonio Area Foundation/African-American Fund, Texas Consortium of Men of Color, Texas Women's Leadership

Kathleen Labus

North Chamber Alumni Association; Public Relations Society of America - San Antonio Chapter

Angela Hager

Board Member-Tri County Chamber

Belinda Rivera

TACRAO, NISOD, South Texas Excellence Partnership

Ken Bray

North San Antonio Chamber of Commerce Technology Advisory board

Les Germer

VMWare Users Group, North Chamber of Commerce, CCBO , TCEA, TCCTA, EDUCAUSE

Tracey Mendoza

TexShare Advisory Board, Texas Library Association, Consortia of Research Area Libraries, American Library Association, Bexar County Libraries



Partnerships with External Entities

- TX Consortium Men of Color 10/24/14; NAACP Dinner 10/24/14
- Adopt-a-School Proclamation Ceremony 10/31/14
- MacArthur College Day 11/21/14
- Judson Football game 09/14 and 10/14
- Schertz Gala 11/14/14;
- Tri County Gala 12/6/14;
- Live Oak 5K Run 11/22/14;
- Walk to Cure Arthritis 5/17/15;
- Embodi Men of Color 5/6/17;
- City of Schertz Interview Panel (Public Affairs Department) – 09/14
- North Chamber Leadership Lab Sessions
- NEISD on 12/04/15
- Schertz Festival of Angels 12/04/15
- Adopt-a-School Mathematics Workshop with Kirby Middle School Math Faculty on 01/10/2015
- Adopt-a-School Transition Ceremony 5/29/15
- San Antonio Area Foundation – AA Fund Gala – 08/22/15
- Pleasanton High School Military Ball – 3/4/17
- San Antonio Stars Opening Night Game – 5/19/17

WDCE:

- 9/4 & 10/2 Community Listening Session
- 9/9 JISD Game Day
- 9/11 NEP Economic Development Comm.
- 10/7 P16 Council Strategic Comm.
- 10/7 National Night Out - Roosevelt H.S.
- 10/24 NAACP Freedom Dinner
- 11/14 Schertz Chamber Gala
- 12/6 Tri County Chamber Gala
- 1/15/15 Hosted Retail Industry Breakfast
- 1/27/15 Attended Mayors's Workforce Summit
- North Chamber Technology Group breakfast & Chamber Luncheon
- San Antonio Area Foundation
- National Assoc. of Female Executives-We Lead Luncheon
- Monthly Schertz and Tri-County Chamber Luncheons



College-sponsored Events on Campus:

- Presidential Forums-8/30/16-9/6/16
 - Blood Drive: 9/6/16
- 9/11 Remembrance Ceremony: 9/11/16
- 2016 Arts & Sciences Fall Cultural Showcase-9/12/16-10/6/16
 - Constitution Day/Voter Registration Drive: 9/19/16
- Employee giving campaign donor appreciation event:9/30/16
 - Eric Reno Cinema Series: Rear Window- 10/4/16
 - 2nd Annual Halloween BOOzar: 10/29/16
 - Eric Reno Cinema Series: 12 Angry Men- 11/8/16
 - Outdoor Movie Night: Suicide Squad-11/10/16
 - Salute to Veterans Concert: 11/10/16
 - Turkey Day Classic 5k Run/Walk- 11/12/16
 - Presidential Forum- 11/29/16-12/2/16
 - South Texas Excellence Partnership meeting: 1/5/17
 - 2017 Cultural Showcase – 2/21/17- 3/6/17
 - Common Read: Ready Player 1- 3/4/17
 - 8th Annual Pedagogy Conference: 3/4/17
 - Eric Reno Cinema Series: Auntie Mame- 3/7/17
 - Accreditation Town Hall- 3/9/17
 - Chasing the Dragon: Film & Panel Discussion- 3/20/17
 - Spring 2017 4DX Summit- 3/24/17
 - Women's Leadership Tea & Luncheon- 3/29/17
 - Movie Night: Hidden Figures-3/29/17
 - Eric Reno Cinema Series: Pillow Talk- 4/4/17
 - Dr. Garcia's Community Welcome Reception– 4/6/17
 - Green Eggs and Ham Easter Egg Hunt-4/11/17
 - Men's Leadership Luncheon-4/13/17



Summary of Key Performance Indicators (KPIs) for Academic Success Strategic Activities

PERSISTENCE/ COMPLETION	FY 11/12	FY 12/13	FY 13/14	FY 14/15	FY 15/16	FY 16/17 (Goal)	FY 16/17	FY 17/18 (Goal)
1. Within Term Retention (Total Population) for Fall by Campus of Section Owner (IR)	94.5%	93.9%	94.9%	95%	86.9%		91.7%	
2. Fall to Spring Persistence FT FTIC by Campus of Section Owner (IR)	50.0%	61.0%	70.5%	78.8%	82%			
3. Fall to Spring Persistence PT FTIC by Campus of Section Owner (IR)	40.8%	34.7%	46.1%	60.8%	60.6%			
4. Fall to Fall Persistence PT FTIC by Campus of Section Owner (IR)	18.0%	18.9%	27.5%	44.1%	44.8%			
5. 2-Year Fall to Fall Persistence FT FTIC by Campus of Section Owner (IR)	8.2%	13.3%	11.9%	20.5%	25%			
6. 2-Year Fall to Fall Persistence PT FTIC by Campus of Section Owner (IR)	5.6%	7.2%	13.1%	17.7%	22.3%			
7. Core Curriculum Completers	34	55	100	169	222	225	273	250



STUDENT SUPPORT SERVICES	FY 11/12	FY 12/13	FY13/14	FY 14/15	FY 15/16	FY 16/17 (Goal)	FY16/17 (YTD)	FY17/18 (Goal)
1. Percentage of FTIC Students successful in Gatekeeper Math within 3 years of completing Dev. Math (IR)	68%	67.7%	75.3%	68.7%	67.9%		62.9%	
2. Percentage of FTIC Students successful in Gatekeeper English within 3 years of completing Dev. English (IR)	73.9%	71.4%	100%	87.0%	84.2%		72.6%	
3. Percentage of FTIC Students successful in History 1301 within 3 years of completing Dev. Reading (IR)	65.2%	70.8%	82.4%	59.1%	58.8%		76.7%	
4. Percentage of FTIC students successful in Biology 1408 within 3 years of completing Dev. Reading (IR)	n/a	50.0%	71.4%	667.7%	n/a		100%	



Summary of KPIs for Student Success Strategic Activities

STUDENT SUPPORT SERVICES	FY 11/12	FY 12/13	FY 13/14	FY 14/15	FY 15/16	FY 16/17 (Goal)	FY 16/17	FY 17/18 (Goal)	FY 18/19 (Goal)	FY 19/20 (Goal)
1. Core Curriculum completers	34	55	100	169	222	225	273	250		
2. Percentage of students who would recommend Northeast Lakeview College to a friend or family member	93.6%	95.4%	CCSSE not administered	Scheduled for April 2015	Pending					
3. Percentage of students who would rate their NLC experience as good or excellent	84.8%	86.8%	CCSSE not administered	CCSSE not administered	Pending					
4. Number of currently enrolled students who have education plans	Not yet collected	857	1,205	1,205	Pending					
5. Utilize AlamoADVISE case management system to ensure ALL students receive advising services.					900:1	839:1	702:1			350:1
6. Degree Totals (AA+AS+AAT)	14	27	38	80	124	136	141	151	160	170



Summary of KPIs for Student Success Strategic Activities

STUDENT SUPPORT SERVICES	FY2012	FY2013	FY2014	FY2015	FY2016	FY2017 (Goal)	FY2017 (YTD)	FY2018 (Goal)
6. Utilize the 30+ and 45 hour report to identify potential completers.					124	136	Total: 39 graduates for Fall 2016 46 projected graduates for Spring 2017 30 projected graduates for Summer 2017	
7. Expand degree planning via GPS/ISP beyond FTIC (SDEV) population to ensure all students have a degree pathway.					100% SDEV Classes 95% EDUC Classes	100% SDEV + 100% EDUC	SDEV 97% EDUC 91%	
8. Capture the number of students participating in one-on-one recruitment sessions.					368	386	Fall 2016 Student Participation: 161 Spring 2017 Student Participation: 166 327 Student Participation*	



Summary of KPIs for Student Success Strategic Activities

STUDENT SUPPORT SERVICES	FY 11/12	FY 12/13	FY 13/14	FY 14/15	FY 15/16	FY 16/17 (Goal)	FY 16/17 (YTD)	FY 17/18 (Goal)
9. Increase the number of students participating in transfer fairs.					Fall 2015 Participation: 440 Students Spring 2016 Participation: 268 Students 708 Students Participated	743	Fall 2016 Participation: 426 Students Spring 2017 Participation: 384 Students 800 Students Participated	
10. Provide career and job readiness opportunities for students.					Fall 2015 Participation: 296 Students Student Satisfaction: 100% Spring 2016 Participation: 236 Students Student Satisfaction: 100% 532 Students Participated	559 Students & 85% Student Satisfaction	Fall 2016 Participation: 218 Students & 30 Community Student Satisfaction: 100% Spring 2017 Participation: 288 Students & 25 Community Student Satisfaction: 100% 561 Students Participated	



Summary of KPIs for Baccalaureate/Transfer Strategic Activities

STUDENT SUPPORT SERVICES	FY 11/12	FY12/13	FY 13/14	FY 14/15	FY 15/16	FY16/17 (Goal)	FY 16/17 (YTD)	FY 17/18 (Goal)
1. Course Success – PGR (IR)	73.1%	78.7%	78.4%	76.7%	77.5%	82%	77.9%	
2. Course Completion (IR)	91.2%	92.1%	92.5%	92.2%	92.2%		91.7%	
3. FT FTIC 4-Year Graduation Rate (IR)	20%	6.3%	13.3%	18.2%	10.6%	19.1%	15.3%	
4. FT FTIC 6-Year Graduation Rate (IR)	N/A	32.0%	16%	12.5%	12.3%	18.1%	17.2%	