

# Non-instructional Support Services Review Template

Unit Name: Distance Learning  
Robert Bermea  
until 12/31/13,  
Clark

Unit Review Leader: Peterson  
Today's Date: 12/5/2013

## 1 Unit Description

*Share information about your unit for other people such as, general public, deans, VP's, support staff, and the greater Austin community. This is an opportunity to promote your unit, share information to ground requests for resources and funding, promote collaboration and inform and recruit students. Once this information is pulled together, units will update this on a yearly basis.*

### 1.1 What is your Mission?

(What is the purpose of the unit? What do you do?)

Provide quality support and assistance to ACC Distance Learning students and faculty so that students can succeed in their Distance Learning courses.

#### 1.1.1 How does the mission of the unit support the mission of the college?

Enhancing the availability of support services for students to directly relate to student success, satisfaction, persistence, and completion of educational pathways.

# Non-instructional Support Services Review Template

1.2 Please tell us who you serve.

(Faculty, staff, external partners, distance learning, students, etc.)

Distance Learning Faculty, Staff, and Students

1.3 What services or products does the unit provide?

Provide information to students, faculty and staff regarding the available DL and college resources.

1.3.1 What is the impact of your unit's activities on students or other key stakeholders?

DL programs and informational services to students, faculty, and staff enhance students' abilities to succeed.

# Non-instructional Support Services Review Template

## 1.3.2 What are your unit's goals and what A-1 initiatives are they mapped to?

### Board Policy A-1 Intended Outcomes

#### Student Success Initiatives

- SSI1 Increase persistence (term-to-term & fall to fall)
- SSI2 Complete developmental and adult education course progression to credit courses
- SSI3 Increase completion of all attempted courses with a "C" or better
- SSI4 Increase degree/certificate graduates and transfer rates
- SSI5 Increase success equity across all racial/ethnic/gender/income groups

#### Institutional Effectiveness

- IE1 Balanced instructional offerings among the College's mission elements;
- IE2 A teaching and learning environment that encourages students to be active, life-long learners;
- IE3 Accessible and affordable post-secondary and higher education programs and services for all who qualify and have the ability to benefit;
- IE4 Enrollments reflecting diverse and traditionally underserved populations in numbers that represent the local populations of our Service Area;
- IE5 Job placement from career workforce programs into family-wage careers;
- IE6 Efficiently administered programs and services that create an institution that is a good place to work, learn, and otherwise experience the higher-education process.

Goal #	Unit Goal (description)	Board Policy A-1											
		SSI1	SSI2	SSI3	SSI4	SSI5	IE1	IE2	IE3	IE4	IE5	IE6	
	<b>Example goal:</b> Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.												
UG1	Improve student success rates in Distance Learning courses to be comparable to Face-to-Face courses.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
UG2		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
UG3		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
UG4		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
UG5													

- this table will link to other areas in this report
- If you need more space than this table allows, contact OIEA for a separate form.

# Non-instructional Support Services Review Template

## 1.3.2 What are Unit Outcomes and Unit Measures?

► Each unit may have up to 2 separate measures to support each Unit Outcome

Goal #	Unit Goal (description)	Outcome #	Unit Outcome (description)	Measure #	Unit Measure (description)
	<b>Example goal:</b> <i>Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.</i>		<b>Example outcome:</b> <i>Maintain a system [The Information Portal System "TIPS"] that allows staff and faculty to access enrollment-related data for planning and decision making .</i>		<b>Example measure:</b> <i>Measure usage of TIPS by computing average number of TIPS users per month for fiscal year.</i>
UG1	<i>Improve student success rates in Distance Learning courses to be comparable to Face-to-Face courses.</i>	UO1.1	<i>Maintain DL website</i>	UM1.1.1	<i>Site updates when new information/procedures are available</i>
				UM1.1.2	<i>Review for updates each semester</i>
		UO1.2	<i>Maintain DL Student Orientation modules</i>	UM1.2.1	<i>Review for new information/updates each semester</i>
				UM1.2.2	<i>Analyze module evaluations to update each semester</i>
		UO1.3	<i>Communicate DL processes and procedures to Student Services (Advisors/Counselors)</i>	UM1.3.1	<i>Initiate 1 email contact per semester informing of DL processes and services</i>
				UM1.3.2	<i>Make updated workshop for advisors/counselors available</i>
		UO1.4	<i>Communicate processes, procedures, and information to faculty</i>	UM1.4.1	<i>Initiate 1 email contact per semester informing of DL processes and services</i>
				UM1.4.2	<i>Make updated workshop available for faculty/staff</i>
		UO1.5		UM1.5.1	
				UM1.5.2	
UG2	0	UO2.1		UM2.1.1	
				UM2.1.2	
		UO2.2		UM2.2.1	
				UM2.2.2	
		UO2.3		UM2.3.1	
				UM2.3.2	
		UO2.4		UM2.4.1	
				UM2.4.2	
		UO2.5		UM2.5.1	
				UM2.5.2	

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Goal #	Unit Goal (description)	Outcome #	Unit Outcome (description)	Measure #	Unit Measure (description)
UG3	0	U03.1		UM3.1.1	
				UM3.1.2	
		U03.2		UM3.2.1	
				UM3.2.2	
		U03.3		UM3.3.1	
				UM3.3.2	
		U03.4		UM3.4.1	
				UM3.4.2	
		U03.5		UM3.5.1	
				UM3.5.2	
UG4	0	U04.1		UM4.1.1	
				UM4.1.2	
		U04.2		UM4.2.1	
				UM4.2.2	
		U04.3		UM4.3.1	
				UM4.3.2	
		U04.4		UM4.4.1	
				UM4.4.2	
		U04.5		UM4.5.1	
				UM4.5.2	
UG5	0	U05.1		UM5.1.1	
				UM5.1.2	
		U05.2		UM5.2.1	
				UM5.2.2	
		U05.3		UM5.3.1	
				UM5.3.2	
		U05.4		UM5.4.1	
				UM5.4.2	
		U05.5		UM5.5.1	
				UM5.5.2	

➤ this table will link to other areas in this report

➤ If you need more space than this table allows, contact OIEA for a separate form.

# Non-instructional Support Services Review Template

## 2.5.2 Unit Outcomes Assessment

Measure # (linked from 1.3.2)	Unit Measure (description) (linked from 1.3.2)	Unit Baseline data (for the unit measure)	Unit Current Data (for the unit measure)	Unit Target data (for the unit measure)	Unit Current Status (% of target data)	Outcome # (linked from 1.3.2)
	<b>Example unit measure:</b> <i>Measure usage of TIPS by computing average number of TIPS users per month for fiscal year.</i>					
UM1.1.1	<i>Site updates when new information/procedures are available</i>	0.00		1+		UO1.1
UM1.1.2	<i>Review for updates each semester</i>	0.00		3.00		UO1.1
UM1.2.1	<i>Review for new information/updates each semester</i>	0.00		3.00		UO1.2
UM1.2.2	<i>Analyze module evaluations to update each semester</i>	0.00		3.00		UO1.2
UM1.3.1	<i>Initiate 1 email contact per semester informing of DL processes and services</i>	0.00		3.00		UO1.3
UM1.3.2	<i>Make updated workshop for advisors/counselors available</i>	0.00		1.00		UO1.3
UM1.4.1	<i>Initiate 1 email contact per semester informing of DL processes and services</i>	0.00		3.00		UO1.4
UM1.4.2	<i>Make updated workshop available for faculty/staff</i>	0.00		1.00		UO1.4
UM1.5.1	0					UO1.5
UM1.5.2						UO1.5
UM2.1.1						UO2.1
UM2.1.2						UO2.1
UM2.2.1						UO2.2
UM2.2.2						UO2.2
UM2.3.1						UO2.3
UM2.3.2						UO2.3
UM2.4.1						UO2.4
UM2.4.2						UO2.4
UM2.5.1						UO2.5
UM2.5.2						UO2.5
UM3.1.1						UO3.1
UM3.1.2						UO3.1
UM3.2.1						UO3.2

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Measure # (linked from 1.3.2)	Unit Measure (description) (linked from 1.3.2)	Unit Baseline data (for the unit measure)	Unit Current Data (for the unit measure)	Unit Target data (for the unit measure)	Unit Current Status (% of target data)	Outcome # (linked from 1.3.2)
UM3.2.2						U03.2
UM3.3.1						U03.3
UM3.3.2						U03.3
UM3.4.1						U03.4
UM3.4.2						U03.4
UM3.5.1						U03.5
UM3.5.2						U03.5
UM4.1.1						U04.1
UM4.1.2						U04.1
UM4.2.1						U04.2
UM4.2.2						U04.2
UM4.3.1						U04.3
UM4.3.2						U04.3
UM4.4.1						U04.4
UM4.4.2						U04.4
UM4.5.1						U04.5
UM4.5.2						U04.5
UM5.1.1						U05.1
UM5.1.2						U05.1
UM5.2.1						U05.2
UM5.2.2						U05.2
UM5.3.1						U05.3
UM5.3.2						U05.3
UM5.4.1						U05.4
UM5.4.2						U05.4
UM5.5.1	0					U05.5
UM5.5.2	0					U05.5

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<b>Measure #</b> <small>(linked from 1.3.2)</small>	<b>Unit Measure (description)</b> <small>(linked from 1.3.2)</small>	<b>Unit Baseline data</b> <small>(for the unit measure)</small>	<b>Unit Current Data</b> <small>(for the unit measure)</small>	<b>Unit Target data</b> <small>(for the unit measure)</small>	<b>Unit Current Status</b> <small>(% of target data)</small>	<b>Outcome #</b> <small>(linked from 1.3.2)</small>
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2.5.3 If you have qualitative data that cannot be entered in data table above, please describe them

Spring 2014: Distance Learning Student Support and Technology Survey will be available throughout the academic year to allow students to provide feedback on the Distance Learning Program. This qualitative and quantitative data can be used to justify the development of new strategies for increasing student success in Distance Learning.



# Non-instructional Support Services Review Template

<b>Measure #</b> (linked from 1.3.2)	<b>Unit Measure (description)</b> (linked from 1.3.2)	<b>Unit Baseline data</b> (for the unit measure)	<b>Unit Current Data</b> (for the unit measure)	<b>Unit Target data</b> (for the unit measure)	<b>Unit Current Status</b> (% of target data)	<b>Outcome #</b> (linked from 1.3.2)
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# Non-instructional Support Services Review Template

## 3 Improvement Plan

Outline your unit's objectives (improvements) based on the challenges and opportunities you determined in the analysis section (Part 2). Include a list of the objectives (improvements) you propose and measures for success.

3.1 Unit Objectives (improvements), Measures, Challenges or opportunities

(data linked to table 4)

Objective #	Objectives (Improvements)	Objective Measure	Objective Baseline data	Objective Target data	Opportunity or challenges identified	Responsible person	Related Unit Outcome #	Related Unit Outcome
	<i>Example: Develop a new workshop curriculum to train faculty and staff on how to access enrollment-related data through TIPS.</i>	<i>Example: Measure participation in OIEA workshops by computing number of participants at OIEA training sessions during fiscal year.</i>			<i>Example: Review of activity accessing TIPS indicated that most TIPS users were OIEA staff; need to expand use of TIPS to more staff and faculty.</i>			
OB1.1	Revise with new ACC template and updated information	Completion of site (counters)	0.00	0.00	DL staffing, time restraints	AW	UO1.1	Maintain DL website
OB1.2	Complete & release modules to students	Completion of modules (counters)	0.00	0.00	Constructed by another dept	CP	UO1.2	Maintain DL Student Orientation modules
OB1.3	Revise DL workshop	Conducted workshop, released to the website (attendees,	0.00	0.00	DL staffing, time restraints, attendance	CP	UO1.3	Communicate DL processes and procedures to Student Services
OB1.4	Create calendar of yearly faculty contacts	Number of memos distributed	0.00	0.00	Faculty attention	Dir of DL	UO1.4	Communicate processes, procedures, and information to
OB1.5							UO1.5	
OB2.1							UO2.1	
OB2.2							UO2.2	
OB2.3							UO2.3	
OB2.4							UO2.4	
OB2.5							UO2.5	
OB3.1							UO3.1	
OB3.2							UO3.2	
OB3.3							UO3.3	
OB3.4							UO3.4	
OB3.5							UO3.5	
OB4.1							UO4.1	

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<b>Objective #</b>	<b>Objectives (Improvements)</b>	<b>Objective Measure</b>	<b>Objective Baseline data</b>	<b>Objective Target data</b>	<b>Opportunity or challenges identified</b>	<b>Responsible person</b>	<b>Related Unit Outcome #</b>	<b>Related Unit Outcome</b>
OB4.2							UO4.2	
OB4.3							UO4.3	
OB4.4							UO4.4	
OB4.5							UO4.5	
OB5.1	<input type="checkbox"/>	<input checked="" type="checkbox"/>					UO5.1	0
OB5.2							UO5.2	0
OB5.3							UO5.3	0
OB5.4							UO5.4	0
OB5.5		5.5					UO5.5	0

## Non-instructional Support Services Review Template

Objective #	Objectives (Improvements)	Objective Measure	Objective Baseline data	Objective Target data	Opportunity or challenges identified	Responsible person	Related Unit Outcome #	Related Unit Outcome
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3.2 Does the unit have sufficient control over the objectives (improvements) and key strategies to implement them effectively?

YES

NO

3.2.1 If not, please describe your unit plans to successfully implement this objective (improvement).

Distance Learning staffing shortage, DL lack of authority to ensure amenability to improvement plans

# Non-instructional Support Services Review Template

## 3.3 Objectives and Key Strategies with Timeline and Costs

➤ (NO more than 3 strategies for each objective (improvement))

Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	Related Objective (Improvements)	Related Objectives (Improvements)
Example	OIEA staff will develop content for a new TIPS training workshop.	Year 1					\$ 100	OB1.1	
Example	OIEA staff will create a short video that will be posted on the website demonstrating how to use TIPS.	Year 2					\$ 1,500	OB1.1	
Example	OIEA staff will offer at least one new workshop through Professional Development Office.	Year 3					\$ 20,000	OB1.1	
OKS1.1.1	AW creates updated website in new ACC format	Year 1						OB1.1	Revise with new ACC template and updated information
OKS1.1.2	AW revises based on semesterly reviews	Year 2							
OKS1.1.3									
OKS1.2.1	Completed modules released and available online for	Year 1				Must receive completed		OB1.2	Complete & release modules to students
OKS1.2.2	CP revises based on semesterly reviews of	Year 2							
OKS1.2.3									
OKS1.3.1	CP reworks previous DL workshop module	Year 1						OB1.3	Revise DL workshop
OKS1.3.2	CP offers in-person workshop and makes available online	Year 1							
OKS1.3.3	CP amends workshop module from new information	Year 2							
OKS1.4.1	DDL develops calendar of DL information memos	Year 1		Director of DL				OB1.4	Create calendar of yearly faculty contacts
OKS1.4.2	DDL reviews calendar for additions/changes to memos	Year 2							
OKS1.4.3									

# Non-instructional Support Services Review Template

Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	Related Objective (Improvements)	Related Objectives (Improvements)
OKS1.5.1								OB1.5	
OKS1.5.2									
OKS1.5.3									
OKS2.1.1								OB2.1	
OKS2.1.2									
OKS2.1.3									
OKS2.2.1								OB2.2	
OKS2.2.2									
OKS2.2.3									
OKS2.3.1								OB2.3	
OKS2.3.2									
OKS2.3.3									
OKS2.4.1								OB2.4	
OKS2.4.2									
OKS2.4.3									
OKS2.5.1								OB2.5	
OKS2.5.2									
OKS2.5.3									
OKS3.1.1								OB3.1	0
OKS3.1.2									

# Non-instructional Support Services Review Template

Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	Related Objective (Improvements)	Related Objectives (Improvements)
OKS3.1.3									
OKS3.2.1								OB3.2	
OKS3.2.2									
OKS3.2.3									
OKS3.3.1								OB3.3	
OKS3.3.2									
OKS3.3.3									
OKS3.4.1								OB3.4	
OKS3.4.2									
OKS3.4.3									
OKS3.5.1								OB3.5	
OKS3.5.2									
OKS3.5.3									
OKS4.1.1								OB4.1	
OKS4.1.2									
OKS4.1.3									
OKS4.2.1								OB4.2	
OKS4.2.2									
OKS4.2.3									
OKS4.3.1									

# Non-instructional Support Services Review Template

Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	Related Objective (Improvements)	Related Objectives (Improvements)
OKS4.3.2								OB4.3	
OKS4.3.3									
OKS4.4.1								OB4.4	
OKS4.4.2									
OKS4.4.3									
OKS4.5.1								OB4.5	
OKS4.5.2									
OKS4.5.3									
OKS5.1.1								OB5.1	0
OKS5.1.2									
OKS5.1.3									
OKS5.2.1								OB5.2	
OKS5.2.2									
OKS5.2.3									
OKS5.3.1								OB5.3	
OKS5.3.2									
OKS5.3.3									
OKS5.4.1								OB5.4	
OKS5.4.2									
OKS5.4.3									



## Non-instructional Support Services Review Template

Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	<i>Related Objective (Improvements)</i>	<i>Related Objectives (Improvements)</i>
OKS5.5.1								OB5.5	5.5
OKS5.5.2									
OKS5.5.3									

# Non-instructional Support Services Review Template

Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs <small>(details)</small>	Related Staffing Needs <small>(details)</small>	Related Equip/Tech Needs <small>(details)</small>	Other Related Needs <small>(details)</small>	Total costs	<i>Related Objective (Improvements)</i>	<i>Related Objectives (Improvements)</i>
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**3.4 Describe how the evaluation measures are appropriate and relevant for the proposed objectives (improvements).**

The first level of measurement is the completion of the various modules, website, and the calendar. The second level of measurement will be quantitative: the number of webpage hits for the website and the locations of the various modules by webpage counters. The evaluations from the student orientation modules will provide a level of qualitative measurement as well.

**3.5 Describe the process used to evaluate the results of your improvements (objectives), and indicate who participated in the review.**

We will look for an increasing number of people accessing the website, the student orientation modules, and the faculty/staff module. The calendar will be measured by the number of memos per year and any feedback received. We will also continue to monitor DFW rates semester to semester to see if there is improvement correlated to our efforts with the improvement plan.

# Non-instructional Support Services Review Template

## 4 Evaluation and Reporting

Present the quantitative and qualitative information (data) you collected after implementing each proposed solution/strategy in your unit plan, and write a summary of results and analysis of future needs. This section is to be completed after your unit's objectives (improvements) have been implemented and data has been collected on the success of the improvements.

### 4.1 Evaluation of Implemented Objectives

(some data linked to table 3.1)

Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data	Current data (as % of target)	Related Unit Outcome
Example	Develop a new workshop curriculum to train faculty and staff on how to access enrollment-related data through TIPS.	Measure participation in OIEA workshops by computing number of participants at OIEA training sessions during fiscal year.					UO1.1
OB1.1	Revise with new ACC template and updated information	Completion of site (counters)	0.00		0.00	#DIV/0!	UO1.1
OB1.2	Complete & release modules to students	Completion of modules (counters)	0.00		0.00	#DIV/0!	UO1.2
OB1.3	Revise DL workshop	Conducted workshop, released to the website (attendees, counters)	0.00		0.00	#DIV/0!	UO1.3
OB1.4	Create calendar of yearly faculty contacts	Number of memos distributed	0.00		0.00	#DIV/0!	UO1.4
OB1.5						#VALUE!	UO1.5
OB2.1						#VALUE!	UO2.1
OB2.2						#VALUE!	UO2.2
OB2.3						#VALUE!	UO2.3
OB2.4						#VALUE!	UO2.4
OB2.5						#VALUE!	UO2.5
OB3.1	0					#VALUE!	UO3.1
OB3.2						#VALUE!	UO3.2
OB3.3						#VALUE!	UO4.3
OB3.4						#VALUE!	UO3.4

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<i>Objective #</i>	<i>Objectives (Improvements)</i>	<i>Objective Measure (conditions/ criteria)</i>	<i>Objective Baseline data</i>	<i>Objective Current data</i>	<i>Objective Target data</i>	<i>Current data (as % of target)</i>	<i>Related Unit Outcome</i>
OB3.5						#VALUE!	UO3.5
OB4.1						#VALUE!	UO4.1
OB4.2						#VALUE!	UO4.2
OB4.3						#VALUE!	UO4.3
OB4.4						#VALUE!	UO4.4
OB4.5						#VALUE!	UO4.5
OB5.1	0					#VALUE!	UO5.1
OB5.2						#VALUE!	UO5.2
OB5.3						#VALUE!	UO5.3
OB5.4						#VALUE!	UO5.4
OB5.5	5.5					#VALUE!	UO5.5

# Non-instructional Support Services Review Template

Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data	Current data (as % of target)	Related Unit Outcome
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4.2 Briefly summarize the degree to which the targets were met.

➤ *Note the key strategies or activities designed to implement the objectives (improvements)*

New improvement plan. Data will become available as AY 14 progresses.

4.3 What impact did your implemented improvements (objectives) have on the unit's goals and outcomes?

New improvement plan. Data will become available as AY 14 progresses.

# Non-instructional Support Services Review Template

<i>Objective #</i>	<i>Objectives (Improvements)</i>	<i>Objective Measure (conditions/ criteria)</i>	<i>Objective Baseline data</i>	<i>Objective Current data</i>	<i>Objective Target data</i>	<i>Current data (as % of target)</i>	<i>Related Unit Outcome</i>
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4.4 Briefly describe how the results of the improvements contributed to advancing the mission and goals of the college.

New improvement plan. Data will become available as AY 14 progresses.