



**MOTLOW STATE**  
COMMUNITY COLLEGE

Annual Plans for Improvement (API)  
2020-2021

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# Annual Plan for Improvement



<b>Project Title</b>	OER Initiative at Motlow State Community College		
<b>Unit/Department</b>	Academic Technology	<b>Strategic Plan</b>	OER Course Development
<b>Academic Year</b>	2020 - 2021	<b>Executive Sponsor</b>	Jeff Horner/Melody Edmonds
<b>Team Members (*Indicate Team Lead)</b>	Terry Durham * April Harris Donald Choate	<b>Executive Priority</b>	1
<b>Projected Completion</b>	Start of Fall Semester 2020	<b>Project Status</b>	Completed
<b>Project Purpose</b>	Create courses using Open Education Resources (OER) to aid in the reduction of materials cost for students		
<b>SMART Goal</b>	Offer Gen Ed Courses using 100% OER course materials by the Fall 2020 semester Have 10 Gen Ed Courses ready to offer using OER by the start of Fall 2020 semester Attainable with training sessions which began on June 2, 2020 Measure the number of courses reaching the goal of using 100% OER course materials. Time constraint was by start of Fall 2020 semester - August 24th, 2020		
<b>Phase 1: Training</b>			
Course site in D2L was established and named "OER Faculty Training" and started June 2, 2020.	Academic Technology	Number of faculty who signed-up for the training were added to the D2L course	June 2, 2020
Training Curriculum utilized OER content and was developed as a joint initiative between Academic Technology and the Library Staff	Academic Technology/Library Staff	Curriculum for the course was developed and ready for deployment by the June 2, 2020 start	June 2, 2020
Faculty wishing to offer OER courses by fall had to complete training by June 12,2020.	Academic Technology	Actual number of faculty who completed the training by June 12, 2020.	June 12, 2020
<b>Phase 2: Training</b>			
On-demand Training Courses begin on June 2,2020	Academic Technology	Number of Faculty who indicated they wanted to offer the course OER participated in the training.	June 2,2020
On-demand Training to be completed by June 12, 2020 for fall release of course	Academic Technology	Number of Faculty who completed the training	June 12,2020
Training continued for faculty who did not want a fall release but wanted a spring semester release using OER.	Academic Technology	Number of Faculty who completed the training	July 30,2020
<b>Phase 3: Course Development</b>			
Strive to have 10 Courses approved to be developed using OER course materials.	Academic Technology	26 courses were approved for development or re-development using OER course materials for a fall semester offering	June 12, 2020
Perform Quality Checks on courses using OER materials for fall semester	Academic Technology	Performed Quality Checks and out of 26 courses approximately 20 were approved to be offered in the fall semester	August 14, 2020

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**Additional Notes**

In the Summer of 2020 funds were available for stipends paid to faculty for development or re-development of courses to OER.

<b>Executive Review By</b>	Melody Edmonds	<b>Date: 3/1/2021</b>
<b>ODL Review By</b>	Meagan McManus	<b>Date: 3/1/2021</b>
<b>Last Updated By</b>	Terry Durham	<b>Date: 3/1/2021</b>

# Annual Plan for Improvement



<b>Project Title</b>	Adjunct Open House		
<b>Unit/Department</b>	Campus Academic Deans	<b>Strategic Plan</b>	Obj. 1.1
<b>Academic Year</b>	(AY 2020-2021)	<b>Executive Sponsor</b>	Melody Edmonds
<b>Team Members (*Indicate Team Lead)</b>	*Dr. Killough, Dr. Tracy McLaughlin, Misty Mazzie, Lisa Sanders, Terry Durham, Dr. Amy Holder, Larry Flatt, Curriculum Chairs	<b>Executive Priority</b>	Define role of Campus Deans institutionally to support academic goals
<b>Projected Completion</b>	May 2021	<b>Project Status</b>	On track
<b>Project Purpose</b>	To host an event encouraging potential adjuncts to apply and work at Motlow State Community College		
<b>SMART Goal</b>	Increase the adjunct applicant pool by at least 20 new applicants in AY 2020-2021		

## Phase 1: Preliminary Event Setup

Select a date for the event (tentative 04/27, 28, or 29)	Deans, Marketing	Date is communicated to all who will be involved	March 10, 2021
Contact human resources for support with applications	Dr. Killough	Secure their participation via email	March 10, 2021
Contact External Affairs to produce marketing materials	Dr. Killough	Marketing flyer produced	March 22, 2021

## Phase 2: Event Planning

Communicate event externally and internally	Deans, Marketing	Communication documentation	March 25, 2021
Design schedule for event	Dr Killough	Copy of schedule	March 18, 2021
Hold session to ensure everyone involved understands their role in the event	Dr. Killough	Session held	April 5, 2021

## Phase 3: Event

Host event	Deans, Curriculum Chairs	Event attendance	May 2021

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**Additional Notes**

<b>Executive Review By</b>	Melody Edmonds	<b>Date: 3/1/2021</b>
<b>ODL Review By</b>	Meagan McManus	<b>Date: 3/1/2021</b>
<b>Last Updated By</b>	Greg Killough	<b>Date: 3/1/2021</b>

# Annual Plan for Improvement



<b>Project Title</b>	Assessment of General Education Competencies		
<b>Unit/Department</b>	Academic Affairs	<b>Strategic Plan</b>	Obj. 3.1
<b>Academic Year</b>	AY 2020-2021	<b>Executive Sponsor</b>	Melody Edmonds
<b>Team Members (*Indicate Team Lead)</b>	Melody Edmonds* Curriculum Chairs ODL	<b>Executive Priority</b>	Academic Success: Assessments
<b>Projected Completion</b>	Summer 2021	<b>Project Status</b>	On track
<b>Project Purpose</b>	To assess students' success of general education competencies, specifically for transfer programs		
<b>SMART Goal</b>	Academic Affairs, in collaboration with ODL, will implement a general education assessment schedule to assess all gen. ed. courses in a 2 year cycle and will meet or exceed peer success rates on ETS and CCSSE assessments annually.		

## Phase 1: General Education Assessment

Revise the existing gen. ed. assessment schedule to include all gen. ed. courses	Meagan McManus (ODL)	Revised schedule approved by Academic Affairs and ODL	August 2020
Conduct gen. ed. assessments in designated courses for AY 2020-2021	AA & ODL	Assessment results for courses scheduled for AY 2020-2021	Spring 2021
Analyze assessment data for F20 and S21 courses assessed	ODL	Completed reports for courses assessed	December 2020 & May 2021
Review assessment data to determine successful completion of gen. ed. competencies	AA	Completed report aligning gen.ed. competencies with gen. ed. course assessment results	Summer 2021

## Phase 2: ETS Proficiency Assessment

Review previous 3 years of data to compare MSCC scores vs. national peer means	AA & ODL	Analysis report of 2017-2020 ETS data	Spring 2021
Administer ETS for graduating sophomores for AY 2020-2021	Testing Services	100% of graduating sophomores will complete ETS	Spring 2021
Review ETS score reports for AY 2020-2021	AA & ODL	Completed analysis of score reporting	Summer 2021

## Phase 3: CCSSE

Review previous 3 years of data to compare MSCC scores vs. peer cohort scores for Item 11 on CCSSE	AA & ODL	Analysis report of 2017-2020 CCSSE data for Item 11	Spring 2021
Conduct CCSSE via online	ODL	CCSSE completion in online format	April 2021
Review data to compare MSCC scores vs. peer cohort means for Item 11	AA & ODL	Completed analysis of score reporting	Fall 2021

<b>Additional Notes</b>		
<b>Executive Review By</b>	Melody Edmonds	<b>Date: 3/1/2021</b>
<b>ODL Review By</b>	Meagan McManus	<b>Date: 3/1/2021</b>
<b>Last Updated By</b>	Melody Edmonds	<b>Date: 2/26/2021</b>

# Annual Plan for Improvement



<b>Project Title</b>	Dual Enrollment New Student Orientation		
<b>Unit/Department</b>	High School Partnerships	<b>Strategic Plan</b>	
<b>Academic Year</b>	(AY 2020-2021)	<b>Executive Sponsor</b>	Obj. 3.1.4
<b>Team Members (*Indicate Team Lead)</b>	Sally Pack Debbie Jennings Lisa Sanders Lisa Bunde Edie Brasher Danyelle Hawkins	<b>Executive Priority</b>	Expand Dual Enrollment Opportunities
<b>Projected Completion</b>	June 1, 2021	<b>Project Status</b>	On track
<b>Project Purpose</b>	To develop a new student orientation for Dual Enrollment students		
<b>SMART Goal</b>	Complete the online Dual Enrollment NSO by June 1, 2021.		
<b>Phase 1: Design</b>			
Secure access to Camevo	Sally Pack	Dual Enrollment will have access to the software	March 15, 2021
Assign DE personnel to modules	Sally Pack	Schedule of modules and owners	March 31, 2021
Work with other offices within the college for modules	Dean of Students, and Athletics	Information from other departments will be available for review	April 15, 2021
<b>Phase 2: Action</b>			
Modules completed for review	Danyelle Hawkins, Edie Brasher	Information in modules verified	April 30, 2021
Review of modules	Sally Pack	All modules are reviewed	May 15, 2021
<b>Phase 3: Student use</b>			
Students have access to software	Danyelle Hawkins, Edie Brasher	Students are able to successfully complete the NSO	June 1, 2021

<b>Additional Notes</b>		
<b>Executive Review By</b>	Melody Edmonds	<b>Date: 3/1/2021</b>
<b>ODL Review By</b>	Meagan McManus	<b>Date: 3/1/2021</b>
<b>Last Updated By</b>	Sally Pack	<b>Date: 3/1/2021</b>

# Annual Plan for Improvement



<b>Project Title</b>	Complete rubric for capstone project (EDUC 2210) to intentionally measure program learning outcomes		
<b>Unit/Department</b>	Education	<b>Strategic Plan</b>	Obj. 3.1.5
<b>Academic Year</b>	(AY 2020-2021)	<b>Executive Sponsor</b>	Melody Edmonds
<b>Team Members (*Indicate Team Lead)</b>	* Debbie Simpson and EDUC faculty	<b>Executive Priority</b>	Program Development
<b>Projected Completion</b>	Summer 2021	<b>Project Status</b>	Not started
<b>Project Purpose</b>	To complete the rubric for the capstone project EDUC 2210 and begin collecting data for continuous improvement of the program		
<b>SMART Goal</b>	Complete the rubric for the EDUC 2210 capstone project		

## Phase 1: Planning

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Meet with faculty to discuss exactly what we want students to demonstrate as evidence of mastering the program learning outcomes 1-3;	EDU faculty	Meeting notes and basic beginning rubric	Spring 2021

## Phase 2: Development

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Refine rubric to match the assignment instructions to include student understanding of theories and pedagogy and other INTASC standards	EDUC faculty	Draft of rubric	Summer 2021

## Phase 3: Alignment

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Complete the rubric for the EDUC 2210 capstone project and match rubric to program learning outcomes and to the assignment instructions	EDUC faculty	Completion of assignment instructions and rubric and chart that shows alignment between the two	Summer 2021
Design spreadsheet for collecting evidence of student performance on the project	EDUC faculty	spreadsheet to track performance on the project	Summer 2021
Design spreadsheet for collecting evidence of student performance on the project	EDUC faculty	assign the project and provide rubric to students as evidenced in the syllabus	Spring 2022
Assign the project and provide rubric to students as evidenced in the syllabus.	EDUC faculty	Completion of assignment instructions and rubric and chart that shows alignment between the two	Ongoing

**Additional Notes**

<b>Executive Review By</b>	Melody Edmonds	<b>Date: 2/12/2021</b>
<b>ODL Review By</b>	Meagan McManus	<b>Date: 2/11/2021</b>
<b>Last Updated By</b>	Debbie Simpson	<b>Date: 2/11/2021</b>

# Annual Plan for Improvement



<b>Project Title</b>	AAS Paramedic		
<b>Unit/Department</b>	EMS	<b>Strategic Plan</b>	1.1.1
<b>Academic Year</b>	(AY 2020-2021)	<b>Executive Sponsor</b>	Melody Edmonds
<b>Team Members (*Indicate Team Lead)</b>	Houston Austin	<b>Executive Priority</b>	11 county service area recruitment
<b>Projected Completion</b>	Fall 2021	<b>Project Status</b>	On track
<b>Project Purpose</b>	Increase enrollment numbers for the AAS in Paramedic		
<b>SMART Goal</b>	Increase paramedic enrollment by 10 percent for fall 2021		

## Phase 1: Identification of Areas for Recruitment

Identify additional areas that we could offer this program	Houston Austin	List of areas to target	3/30/2021
Follow up with past AAS students to identify areas of need or with potential for enrollment increase	Houston Austin	Summary of input from previous students	3/30/2021

## Phase 2: Advertisement

Collaborate with Marketing to develop recruiting advertisements	Houston Austin & Marketing	Developed strategy for advertisement of AAS program	Spring 2021
Advertise the program to local services and regions	Houston Austin & Marketing	Advertisements via mail, radio, and other appropriate marketing strategies	Spring 2021

## Phase 3: Evaluation

Determine numbers of increased enrollment in AAS program	Houston Austin	Enrollment numbers for EMS AAS program	Fall 2021
Evaluation of advertisement/recruitment strategy	Houston Austin	Summary of findings evaluating recruitment strategy	Fall 2021

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**Additional Notes**

<b>Executive Review By</b>	Melody Edmonds	<b>Date: 3/10/2021</b>
<b>ODL Review By</b>	Meagan McManus	<b>Date: 3/5/2021</b>
<b>Last Updated By</b>	Houston Austin	<b>Date: 3/2/2021</b>

# Annual Plan for Improvement



<b>Project Title</b>	Learning Support Writing Curriculum Revision		
<b>Unit/Department</b>	Languages: Learning Support Writing	<b>Strategic Plan</b>	Obj. 3.1.2
<b>Academic Year</b>	AY 2020-2021	<b>Executive Sponsor</b>	Melody Edmonds
<b>Team Members (*Indicate Team Lead)</b>	*Andrea Green, Richard (Tom) Cruz, and Joy Nettles	<b>Executive Priority</b>	Academic Success Across Institution
<b>Projected Completion</b>	February 2021	<b>Project Status</b>	On track
<b>Project Purpose</b>	Improve student retention and course completion in learning support writing by revising curriculum to include the TBR High Impact Practice of Reflection.		
<b>SMART Goal</b>	Team members will review Learning Support Writing curriculum and revise the three summative assignments for full implementation by Fall 2020.		

## Phase 1:

Determine necessary curriculum revisions	Andrea, Joy, & Tom	Feedback from Language Department faculty during Spring meeting	March 2020
Revise assignment sheets and create resources for instructors and students	Andrea, Joy, & Tom	New assignment sheets, samples, and resources	May 2020
Review revised and new materials	Andrea, Joy, & Tom	New curriculum approved at Language Department meeting	August 2020

## Phase 2:

Disseminate materials to faculty	Andrea & Tom	Materials uploaded to the D2L Language Department Handbook and emailed to learning support faculty	August 2020
Ensure implementation of new assignments in all Learning Support Writing sections	Tom	Email communication sent to all 0810 LS Writing faculty with request for follow-up and/or questions	August 2020
Analyze completion data	Andrea, Joy, & Tom	Identification of data results	February 2021

## Phase 3: (Objective)


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**Additional Notes**

Data from Phase 2 will offer insight into possible additional revisions and updates needed for Learning Support Writing curriculum.

<b>Executive Review By</b>	Melody Edmonds	<b>Date: 2/23/2021</b>
<b>ODL Review By</b>	Meagan McManus	<b>Date: 2/22/2021</b>
<b>Last Updated By</b>	Andrea Green	<b>Date: 2/19/2021</b>

# Annual Plan for Improvement



<b>Project Title</b>	Library Subject Guide Creation		
<b>Unit/Department</b>	Library	<b>Strategic Plan</b>	Objective 1.1.1
<b>Academic Year</b>	(AY 2020-2021)	<b>Executive Sponsor</b>	Dr. Michael Torence/ Dr. Greg Sedrick/ AVPAA Melody Edmonds
<b>Team Members (*Indicate Team Lead)</b>	Sharon Edwards (Team Lead), Roger Merritt, Carla Logue, Paige Hendrickson, Hayley Austin, Elizabeth Lamb, and Ramona Shelton	<b>Executive Priority</b>	Use of technology to facilitate PD & effective academic delivery models
<b>Projected Completion</b>	Spring 2021	<b>Project Status</b>	On track
<b>Project Purpose</b>	To determine if organizing the library's digital collections in subject guides increases student use of library services and overall academic success.		
<b>SMART Goal</b>	Motlow Library staff will work with Faculty to create subject guides to supplement their courses and will gather usage statistics from subject guides, databases, and student and faculty surveys to assess effectiveness and guide program improvements during AY 2020-2021.		

## Phase 1: To create subject guide framework and navigation hierarchy

Examine benchmark subject guides from other colleges	Library staff	Staff will create a spreadsheet of guides from other colleges and assess their navigation, appearance, and content in preparation for building guides.	Summer 2020
Add all Library database descriptions, URLs, and the EZProxy prefix to the A-Z database list	Sharon Edwards	All items in A-Z Database list will function as required	Summer 2020
Create administrative parameters in Libguides for users, site navigations, colors, fonts, and header image. Add CSS code where needed	Sharon Edwards	Site will appear as staff planned	Spring 2020

## Phase 2: To work with Faculty to create subject guides

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Library staff will collaborate with faculty to add relevant library content and additional resources to each subject guide.	Sharon Edwards, Roger Merritt, Carla Logue, Paige Hendrickson, Hayley Austin, Elizabeth Lamb, and Ramona Shelton	Subject guides will align with faculty course materials and provide additional resources for students to explore.	Spring 2021
Statistics from Subject Guides and Databases will be gathered	Sharon Edwards, Roger Merritt	Accurate data from the project will be provided	Spring 2021
Students and Faculty will be surveyed on subject guide use and other library services	Sharon Edwards	Enough students and faculty will fill out the survey to provide a large sample size for analysis.	Spring 2021

## Phase 3: (Objective)



**Additional Notes**

<b>Executive Review By</b>	Melody Edmonds	<b>Date: 2/10/2021</b>
<b>ODL Review By</b>	Meagan McManus	<b>Date: 2/10/2021</b>
<b>Last Updated By</b>	Sharon Edwards	<b>Date: 2/10/2021</b>

# Annual Plan for Improvement



<b>Project Title</b>	Move to Virtual Tutoring		
<b>Unit/Department</b>	Mathematics Lab	<b>Strategic Plan</b>	Obj. 3.1
<b>Academic Year</b>	(AY 2020-2021)	<b>Executive Sponsor</b>	Greg Sedrick and Melody Edmonds
<b>Team Members (*Indicate Team Lead)</b>	*Brian Mitchell, Kenneth Thomas, Margaret Maxey, Sara Stringfield, William Smith and Daniel Robinson	<b>Executive Priority</b>	Strategies to Close Equity Gaps
<b>Projected Completion</b>	AY 20-21	<b>Project Status</b>	On track
<b>Project Purpose</b>	To support mathematics students during pandemic response level III		
<b>SMART Goal</b>	100% of Math Lab tutors will be trained for virtual tutoring, and services will be offered to students by the completion of AY 2020-2021		

## Phase 1: Tutor Recruitment

Tutors Identified and Credentialed	Brian Mitchell	Contracts Acknowledged	September and February

## Phase 2: Training

Licensed Zoom accounts secured, Google Voice number secured, Hardware secured	B. Mitchell and Tutors named above	Functioning service	AY 20/21
Tutor training	B. Mitchell	100% of tutors trained for virtual tutoring	AY 20/21

## Phase 3: (Objective)

Tutoring flow chart created and communicated to students	B. Mitchell, Tutors, External Affairs	Services offered virtually	AY 20/21

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**Additional Notes**

<b>Executive Review By</b>	Melody Edmonds	<b>Date: 3/10/2021</b>
<b>ODL Review By</b>	Meagan McManus	<b>Date: 3/2/2021</b>
<b>Last Updated By</b>	Brian Mitchell	<b>Date: 3/1/2021</b>

# Annual Plan for Improvement



<b>Project Title</b>	Employer Satisfaction		
<b>Unit/Department</b>	Medical Laboratory Technology	<b>Strategic Plan</b>	Obj. 3.1
<b>Academic Year</b>	(AY 2020-2021)	<b>Executive Sponsor</b>	Melody Edmonds
<b>Team Members (*Indicate Team Lead)</b>	Kim-Sue Tudor	<b>Executive Priority</b>	Develop process for annual review of programs to determine vitality & utility
<b>Projected Completion</b>	August 31, 2021	<b>Project Status</b>	On track
<b>Project Purpose</b>	Continuous quality improvement for the MLT program by evaluating employer satisfaction with program graduates		
<b>SMART Goal</b>	Obtain 85% response from the MLT program post-graduation employer satisfaction survey that employers are satisfied with the graduate preparation for entry-level MLT positions		

## Phase 1: Survey Development

Identify employer participants and obtain contact information	MLT Program Director	Creation of a list of employer participants including contact information such as email addresses	10/28/2020
Create Employer Satisfaction Survey	ODL	Availability of survey	10/08/2020

## Phase 2: Distribution & Analysis

Distribution of the employer satisfaction survey	MLT Program Director	Receipt of survey responses	Fall 2020
Review of survey data and results	ODL & MLT Program	Creation of a survey results summary	Spring 2021

## Phase 3: (Objective)


<b>Additional Notes</b>		
<b>Executive Review By</b>	Melody Edmonds	<b>Date: 3/1/2021</b>
<b>ODL Review By</b>	Meagan McManus	<b>Date: 3/1/2021</b>
<b>Last Updated By</b>	Kim-Sue Tudor	<b>Date: 2/26/2021</b>

# Annual Plan for Improvement



<b>Project Title</b>	Enhancing Synchronous Online Tutoring		
<b>Unit/Department</b>	Writing Center	<b>Strategic Plan</b>	3.1.4
<b>Academic Year</b>	(AY 2020-2021)	<b>Executive Sponsor</b>	Dr. Greg Sedrick and Melody Edmonds
<b>Team Members (*Indicate Team Lead)</b>	Jenna Caviezel* and Will Murphy	<b>Executive Priority</b>	Develop use of emerging technology platforms to deliver instruction across all domains
<b>Projected Completion</b>	Spring 2021	<b>Project Status</b>	On track
<b>Project Purpose</b>	To increase availability of synchronous online Writing Center tutoring to students		
<b>SMART Goal</b>	Additional Writing Center tutors will be trained in WConline's Live Online module so more of these synchronous appointments can be provided each week. Student survey data will be used to measure the quality of these appointments against our more established asynchronous online tutoring method by the end of AY 20-21.		

## Phase 1: Training & Scheduling

Train 2-3 additional tutors in the Live Online tutoring method.	Will Murphy	Tutors express interest in completing additional training.	August 2020
Train all current Writing Center tutors in the Live Online tutoring method.	Jenna Caviezel	Tutors provide availability over the winter break. Attendance taken and make-up training scheduled.	January 2021
Work with current tutors to create new training materials to be used with all future hires.	Jenna Caviezel and Will Murphy	Training materials submitted for approval and integrated into training curriculum.	May 2021

## Phase 2: Marketing

Present Live Online tutoring as the default option. (i.e. make the LO schedule the landing page when logging into our scheduler)	Jenna Caviezel	Increase in LO traffic.	May 2021
Market Live Online as an excellent alternative to face-to-face tutoring.	Jenna Caviezel	Number of views of our new Writing Center welcome videos playlist. Increase in LO traffic.	May 2021

## Phase 3: Assessment

Compare usage of LO appointments to previous academic year.	Jenna Caviezel	Traffic increases as measured by both headcount (# of appointments) utilization (% of total available appointments booked).	May 2021
our more established asynchronous tutoring appointments (current academic year) and with overall survey data including face-to-face appointments (prior academic year).	Jenna Caviezel	If LO survey results are equivalent to or higher than comparison data, we will consider the expansion efforts successful.	May 2021

<b>Executive Review By</b>	Melody Edmonds	<b>Date: 2/23/2021</b>
<b>ODL Review By</b>	Meagan McManus	<b>Date:2/22/2021</b>
<b>Last Updated By</b>	Jenna Caviezel	<b>Date:2/18/2021</b>

# Annual Plan for Improvement



<b>Project Title</b>	Student Recruitment		
<b>Unit/Department</b>	Mechatronics	<b>Strategic Plan</b>	Obj. 1.1.1
<b>Academic Year</b>	2020-2021	<b>Executive Sponsor</b>	Melody Edmonds
<b>Team Members (*Indicate Team Lead)</b>	*Paul Sand; All full-time department faculty; recruiters, completion coaches, Sally Pack (for DE)	<b>Executive Priority</b>	11-County Service Area Recruitment
<b>Projected Completion</b>	Mid August 2021	<b>Project Status</b>	Behind schedule
<b>Project Purpose</b>	To ensure sufficient student head count for 2021-22 academic year.		
<b>SMART Goal</b>	Increase AY 2020-2021 recruiting efforts to increase Fall 2021 class to include 80 students, including DE students		

## Phase 1: Gather names of interested students

Represent program at HS College Fairs (if held)	Ingrid, Paul & Faculty by location	List of prospective students with contact info	April 2021
Contact HS guidance counselors	All dept faculty	List of prospective students with contact info	March 2021
Contact CTE directors at HS's	Paul & Larry	Replies. List of prospective students with contact info	March 2021
Contact TCAT instructors	Paul/Larry	List of interested students (Level 1 and Level 2). Possible dates for visits	End of spring break
Be involved in TNReconnect events	Alison Barton, Paul	List of prospective students with contact info	March 2021

## Phase 2: Follow up with students. Explain Mechatronics/Robotics program in detail. Confirm interest.

Call HS seniors from above lists	All dept faculty	Develop lists of students interested in applying to Motlow and interested in taking Mechatronics	end of April
Contact interested TCAT students	All dept faculty, Ingrid	Develop lists of students interested in applying to Motlow and interested in taking Mechatronics	end of April
Attend TN Promise events	Paul	Have some type of presence. Talk to students and get contact information	end of April
Contact interested non-traditional students	Paul, Ingrid	Develop lists of students interested in applying to Motlow and interested in taking Mechatronics	end of April

## Phase 3: Enroll students in Motlow and Mechatronics program

	Ingrid		
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Help enroll students into Motlow	Ingrid, completion coaches, Natalie, Sally Pack (for DE)	At least 75% of students from Obj 2 list enrolled	End of July
Enrolled students attend student orientations	Completion coaches	90% of enrolled students complete orientation	Beginning of August
Students submit Mechatronics applications	Ingrid/Natalie	100% of declared Mechatronics majors submit program applications. This should be 80 students	Beginning of August
Enrolled students registered for classes	Completion coaches, Ingrid, Sally	100% of students registered in Mechatronics classes	August 10?

**Additional Notes**

Ingrid Rascoe and Paul Sand will help coordinate efforts between campuses and department faculty.

<b>Executive Review By</b>	Melody Edmonds	<b>Date: 2/9/2021</b>
<b>ODL Review By</b>	Meagan McManus	<b>Date:2/8/2021</b>
<b>Last Updated By</b>	Paul Sand	<b>Date: 2/8/2021</b>

# Annual Plan for Improvement



<b>Project Title</b>	Reduce costs to textbooks/course materials		
<b>Unit/Department</b>	Business & Technology	<b>Strategic Plan</b>	Objective 1.1.1
<b>Academic Year</b>	2020-2021	<b>Executive Sponsor</b>	Melody Edmonds
<b>Team Members (*Indicate Team Lead)</b>	*Tracey Lee, Larry Flatt, Coordination with FT faculty	<b>Executive Priority</b>	Use of technology to facilitate effective academic delivery models; Identify open educational resources
<b>Projected Completion</b>	Summer 2021	<b>Project Status</b>	On track
<b>Project Purpose</b>	Enhance access to education by reducing the cost of textbooks and course materials by incorporating the use of OER materials as the primary learning resource for the course.		
<b>SMART Goal</b>	B & T faculty will create 3 additional OER courses for the start of the FALL 21 semester. Specific course targets are ECON 2100, ECON 2200		

## Phase 1: ECON 2100

ECON 2100 created for OER course model	Tracey Lee, FT ECON faculty	Course was completed and ran for the first time in Fall 20, and is running a second in Spring 21	7.31.20
Pilot ECON 2100 OER course	B & T faculty	Successful pilot for Fall 2020	December 2020
Follow-up Pilot ECON 2100 OER course	B & T faculty	Successful pilot for Spring 2021	Spring 2021

## Phase 2: Creation of ECON 2200

Department approval to create ECON 2200 OER	B & T faculty	Faculty approval during department meeting	November 2020
Approval needed by AA to release contract for creation of ECON 2200	FT ECON Faculty	AA notifies administration that course creation is approved and contract is released to faculty	2/29/21
Faculty signs contract and begins course creation	ECON Faculty	Contract is signed and electronically sent back to administration	2/29/21

## Phase 3: ECON 2200 Development

Complete creation of ECON 2200	FT ECON Faculty	Faculty is able to begin to enter information in course shell and adding relevant content	May 2021
Faculty to complete QA survey	ECON Faculty	Course creator, reviews the course and confirms that course is in alignment with QA survey expectations	May 2021
Chair/Dean of Technology to review/sign-off on QA	Tracey Lee, Terry Durham	Faculty completed all requirements needed for the QA survey	May 2021
	FT ECON	All QA reviews and approvals are completed and faculty	

Course scheduled to run FALL 2021	FACULTY	Final reviews and approvals are completed and faculty is compensated. Course approved to run in Fall 21	May 2021
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**Additional Notes**

<b>Executive Review By</b>	Melody Edmonds	<b>Date: 2/9/2021</b>
<b>ODL Review By</b>	Meagan McManus	<b>Date: 2/8/2021</b>
<b>Last Updated By</b>	Tracey Lee	<b>Date: 2/5/2021</b>

# Annual Plan for Improvement



<b>Project Title</b>	OER Course Development for Humanities		
<b>Unit/Department</b>	Humanities	<b>Strategic Plan</b>	Objective 1.1.1
<b>Academic Year</b>	2020-2021	<b>Executive Sponsor</b>	Melody Edmonds
<b>Team Members (*Indicate Team Lead)</b>	Beth Martin* Humanities FT Faculty	<b>Executive Priority</b>	Use of technology to facilitate effective academic delivery models
<b>Projected Completion</b>	Summer 2021	<b>Project Status</b>	On track
<b>Project Purpose</b>	Development and Implementation of a variety of OER courses within the Humanities Department including Communications and Art		
<b>SMART Goal</b>	Develop, implement, and maintain OER courses for all sections of Communication 1010, Introduction of Communications, Communication 2025, Fundamentals of Communication, and Art 1035, Introduction to Art.		
<b>Phase 1: OER Course Development</b>			
Develop Pilot OER courses for Communication 1010 Introduction to Communications courses and Communication 2025 Fundamentals of Communications courses	Nancy Dodson, Cherie Williams, Debbie Stockdale	Full development of OER courses to be piloted in the Fall 2020/Spring 2021 semesters	Fall 2020
Develop Pilot OER courses for Introduction of Art ART 1035 courses	Brian Robinson	Full development of OER courses to be piloted in the Summer of 2021 semester	Spring 2021
<b>Phase 2: Assessment</b>			
After development, implement developed OERS into Pilot sections of Communications 1010 and Communications 2025 during the Spring 2021 semester		After implementation, evaluate success rate of OER sections and evaluate course materials for changes	Summer 2021
After development, implement developed OERS into Pilot sections of Introduction to Art 1035 during the Summer Semester of 2021	Brian Robinson	After implementation, evaluate success rate of OER sections and evaluate course materials for changes	Summer 2021
<b>Phase 3: Full Implementation</b>			
After evaluation of success rate, implement developed OERS into multiple sections of Communications 1010 and Communications 2025 during the Fall 2021 semester	Nancy Dodson, Cherie Williams, Debbie Stockdale	Implementation of developed OER courses into all sections of Communications 1010 and Communications 2025 during the Spring 2022 semester	AY 2021-2022
After evaluation of success rate and course materials, implement developed OERS into multiple sections of Introduction to Art 1035 during the Fall Semester of 2021	Brian Robinson	Implementation of developed OER courses into all sections of Introduction of Art, Art 1035 during the Spring 2022 semester	AY 2021-2022

<b>Additional Notes</b>		
<b>Executive Review By</b>	Melody Edmonds	<b>Date: 2/9/2021</b>
<b>ODL Review By</b>	Meagan McManus	<b>Date: 2/8/2021</b>
<b>Last Updated By</b>	Beth Martin	<b>Date: 2/8/2021</b>

# Annual Plan for Improvement



<b>Project Title</b>	Impact of OER on WEB based English 0810/1010 cohort courses		
<b>Unit/Department</b>	Languages	<b>Strategic Plan</b>	Objective 1.1.1
<b>Academic Year</b>	2020-2021	<b>Executive Sponser</b>	Dr. Greg Sedrick and Melody Edmonds
<b>Team Members (*Indicate Team Lead)</b>	Tom Cruz Andrea Green Will Murphy	<b>Executive Priority</b>	Use of technology to facilitate effective academic delivery models
<b>Projected Completion</b>	Spring 2021	<b>Project Status</b>	On track
<b>Project Purpose</b>	To determine if OER materials positively affect the P/F rate of English 0810/1010 Web cohort sections		
<b>SMART Goal</b>	Faculty developers will pilot OER sections, provide feedback from students, and submit final grades to be used to determine impact of OER on success rates in courses by the end of AY 2020-2021		

## Phase 1: Identification of Courses for OER Development

Seek instructors to develop OER sections of English 0810/1010 Web Cohorts	Tom Cruz	Instructor express interest and sign up to begin developing courses	November 2021
Approve OER Shells to pilot in Spring 2021	Tom Cruz Terry Durham	developers submitted required evaluation forms and course shells were checked for compliance	Fall 2020

## Phase 2: OER Pilot

Add pilot sections of 0810/1010 to the Spring 2021 schedule	Tom Cruz	Course on schedule with with sufficient enrollment	Fall and Winter 2021
Periodic check-ins to determine course engagement and feedback on OER sources	Tom Cruz Andrea Green Will Murphy	Faculty participation meetings and written feedback from instructors	Feb, March, April, May 2021
End of semester evaluations and student success	Tom Cruz Andrea Green Will Murphy	Pass rate of student populations identified in Strategic Plan 1.1.1. with a grade of C or better	May 2021
Compare pass rates from Spring 2019 and Spring 2020 to Spring 2021	Tom Cruz Andrea Green Will Murphy	If pass/fail rate increases, OER could be considered a success	May 2021

## Phase 3: (Objective)


<b>Additional Notes</b>			
<b>Executive Review By</b>		<b>Date:</b>	
<b>ODL Review By</b>	Meagan McManus	<b>Date: 2/1/2021</b>	
<b>Last Updated By</b>	Tom Cruz	<b>Date: 1/31/2021</b>	

# Annual Plan for Improvement



<b>Project Title</b>	Online Course Development		
<b>Unit/Department</b>	Mathematics	<b>Strategic Plan</b>	Objective 3.1
<b>Academic Year</b>	2020-2021	<b>Executive Sponsor</b>	Dr. Greg Sedrick & Melody Edmonds
<b>Team Members (*Indicate Team Lead)</b>	*Brian Mitchell, Keith Claxton, and Leslie Wurst	<b>Executive Priority</b>	Develop use of emerging technology platforms to deliver instruction across all domains
<b>Projected Completion</b>	May 2021	<b>Project Status</b>	On track
<b>Project Purpose</b>	To provide online offerings for all mathematics courses offered at Motlow.		
<b>SMART Goal</b>	Creation of 2120 and 2110 will complete the Mathematics Department goal of having online offerings for all mathematics courses offered at Motlow.		

## Phase 1: Faculty Developers

Faculty identified as developers for MATH 2120	Leslie Wurst, 2010; Keith Claxton, 2120	Developer contracts signed	August 2020

## Phase 2: Course Development

MATH 2010 fully developed using D2L/Brightspace and online publisher platform, WebAssign/Cengage	Leslie Wurst	course content available for review in D2L and WebAssign	in progress
MATH 2120 fully developed using D2L/Brightspace and online publisher platform, WebAssign/Cengage	Keith Claxton	course content available for review in D2L and WebAssign	October 2020

## Phase 3: Course Review

D2L content review by Dean of Academic Technologies and Math Chair; WebAssign reviewed by Math Chair - MATH 2010	Terry Durham, Brian Mitchell, Leslie Wurst	course approved upon review for offering to students	in progress
D2L content review by Dean of Academic Technologies and Math Chair; WebAssign reviewed by Math Chair - MATH 2120	Terry Durham, Brian Mitchell, Keith Claxton	course approved upon review for offering to students	December 2020

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**Additional Notes**

MATH 2010 Linear Algebra will be complete summer 2021. Neither class will be offered as a pilot. Both will be reviewed after first run for any needed corrections, updates, or changes.

<b>Executive Review By</b>	Melody Edmonds	<b>Date: 2/9/2021</b>
<b>ODL Review By</b>	Meagan McManus	<b>Date: 2/8/2021</b>
<b>Last Updated By</b>	Brian Mitchell	<b>Date: 2/8/2021</b>

# Annual Plan for Improvement



<b>Project Title</b>	Impact of OER on pass rate in selected 1000 level Natural Science courses		
<b>Unit/Department</b>	Natural Science	<b>Strategic Plan</b>	Objective 1.1.1
<b>Academic Year</b>	2020-2021	<b>Executive Sponser</b>	Dr. Greg Sedrick & AVP Melody Edmonds
<b>Team Members (*Indicate Team Lead)</b>	*Stacy Dowd - BIOL 1120 Janet Forde - BIOL 1110 Kristi Bridge - BIOL 1010 David Keating - PSCI 1030	<b>Executive Priority</b>	Use of technology to facilitate effective academic delivery models
<b>Projected Completion</b>	Spring 2021	<b>Project Status</b>	On track
<b>Project Purpose</b>	To determine if implementing OER resources increase the pass rate for students in selected 1000 level courses by removing the cost of resources as a barrier to success.		
<b>SMART Goal</b>	Faculty developers will pilot OER sections, provide feedback from students, and submit final grades to be used to determine impact of OER on success rates in courses by the end of AY 2020-2021		

## Phase 1: (Objective) Develop OER versions of selected courses

Ask for volunteers to create OER courses	Stacy Dowd	responses collected via email	Summer 2020
Determine which courses to create as OER	Stacy Dowd Melody Edmonds Jeff Horner	decision based on enrollment and current cost of materials	Summer 2020
Approve OER course shells to pilot in Spring 2021	Stacy Dowd Terry Durham	developers submitted required evaluation forms and course shells were checked for compliance	Fall 2020

## Phase 2: (Objective) Pilot OER sections and track impact in selected 1000 level sections

Add pilot sections to Spring schedule: BIOL 1010, BIOL 1110, BIOL 1120, PSCI 1030,	Stacy Dowd	Course on schedule with sufficient enrollment to implement	Nov 2020 and Jan 2021
Periodic check-ins to determine course engagement and feedback on use of OER resources	Stacy Dowd Janet Forde Kristi Bridge David Keating	faculty participation meetings with feedback provided	Feb, April, May 2021
End of semester evaluation of student succes	Stacy Dowd Janet Forde Kristi Bridge David Keating	pass rate of student populations identified in Strategic Plan 1.1.1. with a grade of C or better	May 2021
Compare pass rates from 2019 data to spring 2021 data	Stacy Dowd Janet Forde Kristi Bridge David Keating	if pass rate increased, implementation of OER could be considered a success	May 2021

## Phase 3: (Objective)


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**Additional Notes**

once OER has been implemented on ground, consider adding universal assessments to OER sections (other than pre/post tests) to gather more actionable data  
 limit online roll out until on ground has been implemented in order to gather more real time feedback from students and train a wider range of faculty

<b>Executive Review By</b>	Greg Sedrick	<b>Date: January 2021</b>
<b>ODL Review By</b>	Meagan McManus	<b>Date: 12/17/2020</b>
<b>Last Updated By</b>	Stacy Dowd	<b>Date: 12/16/2020</b>

# Annual Plan for Improvement



Student Handbook

Nursing

(AY 2020-2021)  
 Angela Kirby, Teresa Boyer,  
 Stacey Harlan, Theresa McGuire,  
 Lori Fisher-Bradshaw, Janet  
 Thornton, Rachel Rivers, James  
 Waters, Michelle Dallas, Brittany  
 Clark

Mar-21

To have an updated student handbook that clearly outlines policy and p

The student handbook will be edited, up-to-date, and posted in D2L fo

## Phase 1: Objective - Preliminary Event Setup

Tasks To Be Accomplished	Owners	Success Indicators
First Draft of handbook to faculty for edits	Amy Holder	First draft of handbook will be pres for revisions
Edits made to draft	Amy Holder	All edits complete

## Phase 2: Objective - Event Planning

Tasks To Be Accomplished	Owners	Success Indicators
Draft sent to facutly for final review	Amy Holder	Draft resent to facutly for review

## Phase 3: Objective - Event

Tasks To Be Accomplished	Owners	Success Indicators
Faculty vote to approve final revision	Amy Holder	Vote poll posted in Microsoft Teams
Handbook posted to D2L	Amy Holder	Handbook posted to students

**Additional Notes**

<b>Executive Review By</b>	Meagan McManus	<b>Date:</b>
<b>ODL Review By</b>	Meagan McManus	<b>Date: 3/15/2021</b>
<b>Last Updated By</b>	Amy Holder	<b>Date: 3/12/2021</b>

2.2

Amy Holder

Program Development

On track

procedure dealing with students

for students by March 15, 2021

Completion Dates
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presented to faculty

Oct-20

Jan-21

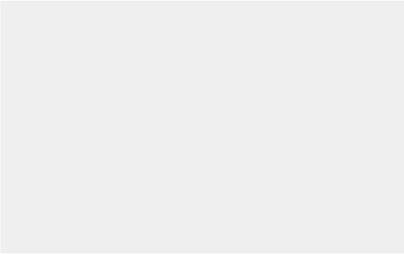
Completion Dates
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Feb-21



**Completion  
Dates**

s                    14-Mar-21  
  
                         15-Mar-21



# Annual Plan for Improvement HIST 2010 Early



<b>Project Title</b>	Implementation of OER in HIST 2010 courses		
<b>Unit/Department</b>	Social and Behavioral Sciences	<b>Strategic Plan</b>	Objective 1.1.1
<b>Academic Year</b>	2020-2021	<b>Executive Sponser</b>	Dr. Greg Sedrick/ AVPAA Melody I
<b>Team Members (*Indicate Team Lead)</b>	*Ramona Shelton Charles Wexler Monica Butler John Selman Sharon Edwards	<b>Executive Priority</b>	Use of technology to facilitate effective academic delivery models
<b>Projected Completion</b>	Spring 2021	<b>Project Status</b>	On track
<b>Project Purpose</b>	To determine if removing the cost of textbooks from HIST 2010 courses alleviates a barrier for success and increases the pass rate for HIST 2010 students.		
<b>SMART Goal</b>	Faculty will implement OER textbook in all HIST 2010 sections and will gather data to see if removing the cost of the textbook has any positive effect on the success rate of students (specifically low income students) by the end of AY 2020-2021.		

## Phase 1: (Objective) Choose, develop, and pilot OER version of HIST 2010

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Choose appropriate textbook option	Charles Wexler & Monica Butler	a book was chosen and approved by the full time faculty in the department	Fall 2019
Pilot OER version of the course	Charles Wexler	the new textbook was successfully introduced into the pilot sections taught by Dr. Wexler	Spring 2020
Develop OER master shell for HIST 2010	John Selman Terry Durham	OER shell successfully completed and approved by Distance Ed	Summer 2020

## Phase 2: (Objective) Implement OER textbook in all HIST 2010 sections

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
OER book to be utilized in all HIST 2010 courses regardless of instructor of record	Ramona Shelton	All full time and part time faculty members were given the approved text. Those using the master shell were also given the material created by Dr. Selman	Fall 2020

## Phase 3: (Objective) Create a digital compilation of resources for HIST 2010

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Early US History LibGuide to be created	Sharon Edwards	The libguide has been developed and more information is being added as instructors weigh in.	Summer 2021

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**Additional Notes**

The implementation of OER into the HIST 2010 courses has been successful. We are still gathering data to determine how much of a positive effect this has on the students. There is a worry that the COVID-19 pandemic has negatively effected success rates overall so all data should be viewed with that in mind. Spring 2021 is the second semester of full OER implementation in all HIST 2010 courses.

<b>Executive Review By</b>	Melody Edmonds	<b>Date: 2/9/2021</b>
<b>ODL Review By</b>	Meagan McManus	<b>Date: 2/1/2021</b>
<b>Last Updated By</b>	Ramona Shelton	<b>Date: 01/27/2021</b>

# Annual Plan for Improvement HIST 2020 Model



<b>Project Title</b>	Implementation of OER in HIST 2020 courses		
<b>Unit/Department</b>	Social and Behavioral Sciences	<b>Strategic Plan</b>	Objective 1.1.1
<b>Academic Year</b>	2020-2021	<b>Executive Sponser</b>	Dr. Greg Sedrick/ AVPAA Melody I
<b>Team Members (*Indicate Team Lead)</b>	*Ramona Shelton Charles Wexler Monica Butler Heather Koller Sharon Edwards	<b>Executive Priority</b>	Use of technology to facilitate effective academic delivery models
<b>Projected Completion</b>	Spring 2021	<b>Project Status</b>	On track
<b>Project Purpose</b>	To determine if removing the cost of textbooks from HIST 2020 courses alleviates a barrier for success and increases the pass rate for HIST 2020 students.		
<b>SMART Goal</b>	Faculty will implement OER textbook in all HIST 2020 sections and will gather data to see if removing the cost of the textbook has any positive effect on the success rate of students (specifically low income students) by the end of AY 2020-2021.		

## Phase 1: (Objective) Choose, develop, and pilot OER version of HIST 2020

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Choose appropriate textbook option	Charles Wexler & Monica Butler	a book was chosen and approved by the full time faculty in the department	Fall 2019
Pilot OER version of the course	Charles Wexler	the new textbook was successfully introduced into the pilot sections taught by Dr. Wexler	Spring 2020
Develop OER master shell for HIST 2020	Heather Koller Terry Durham	OER shell successfully completed and approved by Distance Ed	Summer 2020

## Phase 2: (Objective) Implement OER textbook in all HIST 2020 sections

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
OER book to be utilized in all HIST 2020 courses regardless of instructor of record	Ramona Shelton	All full time and part time faculty members were given the approved text. Those using the master shell were also given the material created by Professor Koller	Fall 2020

## Phase 3: (Objective) Create a digital compilation of resources for HIST 2020

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Modern US History LibGuide to be created	Sharon Edwards	the libguide has been developed and more information is being added as instructors weigh in.	Summer 2021

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**Additional Notes**

The implementation of OER into the HIST 2020 courses has been successful. We are still gathering data to determine how much of a positive effect this has on the students. There is a worry that the COVID-19 pandemic has negatively effected success rates overall so all data should be viewed with that in mind. Spring 2021 is the second semester that the OER text was used in all HIST 2020 courses.

<b>Executive Review By</b>	Melody Edmonds	<b>Date: 2/9/2021</b>
<b>ODL Review By</b>	Meagan McManus	<b>Date: 2/1/2021</b>
<b>Last Updated By</b>	Ramona Shelton	<b>01/27/2020</b>

# Annual Plan for Improvement HIST 2310 Early



<b>Project Title</b>	Implementation of OER in HIST 2310 courses		
<b>Unit/Department</b>	Social and Behavioral Sciences	<b>Strategic Plan</b>	Objective 1.1.1
<b>Academic Year</b>	2020-2021	<b>Executive Sponser</b>	Dr. Greg Sedrick & AVPAA Melody Edmonds
<b>Team Members (*Indicate Team Lead)</b>	*Ramona Shelton, Monica Butler, Sharon Edwards	<b>Executive Priority</b>	Use of technology to facilitate effective academic delivery models
<b>Projected Completion</b>	Fall 2021	<b>Project Status</b>	On track
<b>Project Purpose</b>	To determine if removing the cost of textbooks from HIST 2310 courses alleviates a barrier for success and increases the pass rate for HIST 2310 students.		
<b>SMART Goal</b>	Faculty will implement OER textbook in all HIST 2310 sections and will gather data to see if removing the cost of the textbook has any positive effect on the success rate of students (specifically low income students) by the end of AY 2020-2021 and AY 2021-2022.		

## Phase 1: Choose, develop, and pilot OER version of HIST 2310

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Choose appropriate textbook option	Ramona Shelton & Monica Butler	An appropriate book was chosen that could be used for both HIST 2310 and 2320	Summer 2020
Develop an OER version of the course	Ramona Shelton Terry Durham	OER resources were implemented into Professor Shelton's current content	Summer 2020
Pilot an OER version of the course	Ramona Shelton	One section of the OER course was piloted in Fall 2020 and two sections in Spring 2021	Fall 2020/Spring 2021
Develop an OER online master shell for the course	Ramona Shelton Terry Durham	OER shell successfully completed and approved by Distance Ed	Fall 2021

## Phase 2: Implement OER textbook in all HIST 2310 sections

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
OER book to be utilized in all HIST 2310 courses regardless of instructor of record	Ramona Shelton	All HIST 2310 courses, regardless of modality or instructor, will incorporate the OER textbook	Fall 2021

## Phase 3: Create a digital compilation of resources for HIST 2310

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Early World History LibGuide to be created	Sharon Edwards	The libguide has been developed and more information is being added as instructors weigh in.	Summer 2021

**Additional Notes**

Fall 2021 will be the first semester that the OER text will be used in all HIST 2310 courses. World History classes are not offered in the Summer term.

<b>Executive Review By</b>	Melody Edmonds	<b>Date: 2/9/2021</b>
<b>ODL Review By</b>	Meagan McManus	<b>Date: 2/1/2021</b>
<b>Last Updated By</b>	Ramona Shelton	<b>Date: 01/27/2021</b>

# Annual Plan for Improvement HIST 2320 Mod



<b>Project Title</b>	Implementation of OER in HIST 2320 courses		
<b>Unit/Department</b>	Social and Behavioral Sciences	<b>Strategic Plan</b>	Objective 1.1.1
<b>Academic Year</b>	2020-2021	<b>Executive Sponser</b>	Dr. Greg Sedrick & AVPAA Melody Edmonds
<b>Team Members (*Indicate Team Lead)</b>	*Ramona Shelton Monica Butler Sharon Edwards	<b>Executive Priority</b>	Use of technology to facilitate effective academic delivery models
<b>Projected Completion</b>	Fall 2021	<b>Project Status</b>	On track
<b>Project Purpose</b>	To determine if removing the cost of textbooks from HIST 2320 courses alleviates a barrier for success and increases the pass rate for HIST 2320 students.		
<b>SMART Goal</b>	Faculty will implement OER textbook in all HIST 2310 sections and will gather data to see if removing the cost of the textbook has any positive effect on the success rate of students (specifically low income students) by the end of AY 2020-2021 and AY 2021-2022.		

## Phase 1: (Objective) Choose, develop, and pilot OER version of HIST 2320

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Choose appropriate textbook option	Monica Butler & Ramona Shelton	An appropriate book was chosen that could be used	Summer 2020
Develop an OER version of the course	Monica Butler & Sharon Edwards	the textbook material to ensure that what is given to instructors includes adequate diversity of historical content.	Fall 2020/Spring 2021
Pilot an OER version of the course	Monica Butler	One section of the course is being piloted in Spring 2021	Spring 2021
Develop an OER online master shell for the course	Monica Butler & Terry Durham	Online OER master is being developed and progress has been approved by Distance Ed	Spring 2021

## Phase 2: (Objective) Implement OER textbook in all HIST 2320 sections

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
OER book to be utilized in all HIST 2320 courses regardless of instructor of record	Ramona Shelton	All HIST 2320 courses, regardless of modality or instructor, will incorporate the OER textbook	Fall 2021

## Phase 3: (Objective) Create a digital compilation of resources for HIST 2320

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Additional resources to be added to the textbook	Monica Butler & Sharon Edwards	Text material included adequate diversity of historical content	Fall 2020/Spring 2021
Modern World History LibGuide to be created	Sharon Edwards	The libguide has been developed and more information is being added as instructors weigh in.	Fall 2021


**Additional Notes**

Fall 2021 will be the first semester that the OER text will be used in all HIST 2320 courses. World History classes are not offered in the Summer term.

<b>Executive Review By</b>	Melody Edmonds	<b>Date: 2/9/2021</b>
<b>ODL Review By</b>	Meagan McManus	<b>Date: 2/1/2021</b>
<b>Last Updated By</b>	Ramona Shelton	<b>Date:01/27/2021</b>

# Annual Plan for Improvement



<b>Project Title</b>	Check Disbursement Approvals by Electronic Transmission		
<b>Unit/Department</b>	Business Office	<b>Strategic Plan</b>	4.4 Resourcefulness & Efficiency
<b>Academic Year</b>	2020-2021	<b>Executive Sponsor</b>	Hilda Tunstill
<b>Team Members (*Indicate Team Lead)</b>	Jay Turney; Sandy Schaffer, Kathy Green, and Michelle Brown	<b>Executive Priority</b>	Resourcefulness & Efficiency
<b>Projected Completion</b>	Fall 2020	<b>Project Status</b>	Completed
<b>Project Purpose</b>	Increasing Campus Efficiencies by Electronic Approvals for Check Disbursement Forms		
<b>SMART Goal</b>	The Business Office will streamline the process for submission of check disbursements from paper to electronic transmission for approvals and eliminate routing of paper for appropriate signatures beginning AY 2020-2021.		

## Phase 1: Development of Electronic Method and Form for Check Disbursements

Research methods for determining the best process to implement an electronic methods for check disbursement routing	Jay Turney	Electronic method determined to utilize SciQuest	January 2020
Develop check disbursement form to be utilized for electronic transmission	Jay Turney	Electronic Check Disbursement Form	January 2020
Develop written procedures for electronic check disbursement approvals	Jay Turney, Sandy Schaffer	Electronic Check Written Procedures	February 2021

## Phase 2: Pilot Test Electronic Check Disbursement Form

Identify pilot group for testing of electronic check disbursement form approvals	Jay Turney, Michele Brown, and Sandy Schaffer	Electronic transmission along with successful routing approvals	February and March 2020
Tweak written procedures as needed based on feedback from pilot group	Jay Turney	Revise written procedures for electronic check disbursement form for approvals	April 2021

## Phase 3: Roll out Electronic Check Disbursement Forms to College

Electronic check disbursement form instructions is sent to applicable campus staff	Jay Turney	Staff utilizing electronic check disbursement form	May - July 2020
Answer questions and conduct training as needed	Michele Brown, and Sandy Schaffer	Departments utilize electronic check disbursement form	May - July 2020
Transition all departments to electronic check disbursement form for approvals	Michele Brown, and Sandy Schaffer	Paper check disbursement forms are not utilized by the College for approvals	August 2020

<b>Additional Notes</b>		
<b>Executive Review By</b>	Hilda Tunstill	<b>Date: 3/5/2021</b>
<b>ODL Review By</b>	Meagan McManus	<b>Date: 3/5/2021</b>
<b>Last Updated By</b>	Lisa Myers	<b>Date: 3/4/2021</b>

# Annual Plan for Improvement



<b>Project Title</b>	Consolidated Financial Index (CFI)		
<b>Unit/Department</b>	Business and Finance	<b>Strategic Plan</b>	4.4 Resourcefulness and Efficiency
<b>Academic Year</b>	FY20	<b>Executive Sponsor</b>	Hilda Tunstill
<b>Team Members (*Indicate Team Lead)</b>	Hilda Tunstill - Team Lead Team Members include Jay Turney, Sheri Hise, and Sandy Schaffer	<b>Executive Priority</b>	Resourcefulness and Efficiency
<b>Projected Completion</b>	November 2020	<b>Project Status</b>	Completed
<b>Project Purpose</b>	To assist in measuring the financial health of Motlow State Community College.		
<b>SMART Goal</b>	Motlow State Community College will meet or exceed the average of the Tennessee Board of Regents's Community College's CFI indexes for FY20.		

## Phase 1: Budget Development

Load 2019-20 Proposed Budget	Jay Turney	2019-20 Proposed Budget loaded	June 2019
Monitor College 2019-20 Budget activity	Hilda Tunstill and Jay Turney	Talk with any departments that are experiencing budget difficulties	Continuous

## Phase 2: Budget Revisions

2019-20 Revised Budget compare Budget to Actual Revenues and Expenditures and make adjustments as needed.	Hilda Tunstill, Jay Turney, and Sheri Hise	Submit 2019-20 Revised Budget to Tennessee Board of Regents	October 2019
Load 2019-20 Revised Budget	Jay Turney	Departments utilize the 2019-20 Revised Budget loa	December 2019
2019-20 Current Estimate compare Budget to Actual	Hilda Tunstill, and Jay Turney	Submit 2019-20 Current Estimate Budget to Tennessee Board of Regents	May 2020

<b>Tasks To Be Accomplished</b>	<b>Owners</b>	<b>Success Indicators</b>	<b>Completion Dates</b>
Year-end closing to compile 2019-20 Financial Statements	Hilda Tunstill, Jay Turney, Sandy Schaffer, and Sheri Hise	Complete and submit Financial Statements to Tennessee Board of Regents	June -October 2020
Compute CFI Index	Hilda Tunstill	Motlow State's CFI of 4.38exceeded the average Index of 3.96 for the TBR Community Colleges	December 2020

**Additional Notes**

<b>Executive Review By</b>	Hilda Tunstill	<b>Date: 2/26/2021</b>
<b>ODL Review By</b>	Meagan McManus	<b>Date: 2/26/2021</b>
<b>Last Updated By</b>	Hilda Tunstill	<b>Date: 02/26/2021</b>

# Annual Plan for Improvement



<b>Project Title</b>	Evaluation of campus work order system to insure system can support preventative maintenance tracking and evaluation for comparative analysis versus routine and responsive maintenance.		
<b>Unit/Department</b>	Facilities/Business & Finance	<b>Strategic Plan</b>	Obj 3.1
<b>Academic Year</b>	20/21	<b>Executive Sponsor</b>	Hilda Tunstill
<b>Team Members (*Indicate Team Lead)</b>	* Brian Gafford	<b>Executive Priority</b>	Cost-saving measures
<b>Projected Completion</b>	June 2021	<b>Project Status</b>	On track
<b>Project Purpose</b>	Evaluate data that is stored by campus's Facilities Management work order system(Dude Solutons) to determine if it will support analysis of preventative maintenance work orders and manhours vs total work orders and manhours to make sure department is performing PM functions in an effort to reduce deferred maintannce costs to tfor the campus.		
<b>SMART Goal</b>	Develop a reporting tool to assess work orders from the Dude Solutions platform in a format that will allow analysis by FY since its implementation date.		

## Phase 1: Create spread sheets with existing data from work order system

Pull all work order data from Dude Solutions system for previous FY periods since implementation	Brian Gafford	Creation of spread sheets containing needed work order information	March 2021

## Phase 2: Evaluation of data extracted

Determine previous FY preventive maintenance number of work orders and manhours.	Brian Gafford	Creation of spread sheets	April 2021
Determine PM work order numbers as compared to all work orders for the previous FY periods.	Brian Gafford	Creation of analysis report	May 2021

## Phase 3: Create data sheets for next FY API

Pull FY 20/21 data for use in next FY API	Brian Gafford	Creation of spread sheet with data	June 2021

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**Additional Notes**

<b>Executive Review By</b>	Hilda Tunstill	<b>Date: 3/9/2021</b>
<b>ODL Review By</b>	Meagan McManus	<b>Date: 3/9/2021</b>
<b>Last Updated By</b>	Brian Gafford	<b>Date: 3/8/2021</b>

# Annual Plan for Improvement



<b>Project Title</b>	SOE - Compliance Exception Corrective Action items for Financial Aid		
<b>Unit/Department</b>	Business Affairs/Financial Aid	<b>Strategic Plan</b>	Objectives 1.1.1, 2.1.1, and 3.1.5
<b>Academic Year</b>	2020 - 2021	<b>Executive Sponsor</b>	Hilda Tunstill
<b>Team Members (*Indicate Team Lead)</b>	Joe Myers*	<b>Executive Priority</b>	Title IV Compliance
<b>Projected Completion</b>	June 2021	<b>Project Status</b>	On track
<b>Project Purpose</b>	Address the compliance exceptions for the financial aid department identified in the NASFAA SOE review to ensure continued Title IV eligibility for the institution and to prevent audit findings.		
<b>SMART Goal</b>	The Financial Aid department will address compliance items 7, 9, 11, 13, and 14 as identified in Appendix A of the NASFAA SOE review by June 2021.		

## Phase 1: Compliance Exceptions - Items 7, 9, and 11

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Address outdated Net Price Calculator (NPC) Information	Joe Myers	New Net Price Calculator (NPC) posted to the Financial Aid web link that is up-to-date with the current template provided by the Department of Education.	December 2020
Address missing Consumer Information: Incomplete Cost of Attendance (COA) Information	Joe Myers	All current financial aid COA components displayed for the current financial aid year showing on the Financial Aid web link.	December 2020
Address missing Consumer Information: Return to Title IV (R2T4) Funds	Joe Myers	Policy reviewed and missing items addressed in the old policy and the update posted to the Financial Aid web link.	February 2021

## Phase 2: Federal Programs Administration - Items 13 and 14

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Develop the missing Financial Aid Policy and Procedures: Iraq and Afghanistan Service Grant (IASG) and Children of Fallen Heroes Scholarship (CFHS)	Casey Martine, Joe Myers	The new Policy and Procedure is developed in accordance with federal regulations for both programs and the new documents are added in with the current Financial Aid Policy and Procedure manual. Additionally, a summary of the programs are added to the Financial Aid web link.	June 2021
Develop the missing Financial Aid Policy and Procedures: Drug Convictions	Joe Myers	The new Policy and Procedure is developed in accordance with federal regulations and the new document is added in with the current Financial Aid Policy and Procedure manual. Additionally, this information is added to the Financial Aid web link.	June 2021

**Phase 3: (Objective)**

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates

**Additional Notes**

<b>Executive Review By</b>	Hilda Tunstill	<b>Date: 3/05/2021</b>
<b>ODL Review By</b>	Meagan McManus	<b>Date: 3/1/2021</b>
<b>Last Updated By</b>	Joe B. Myers, Jr.	<b>2/26/2021</b>

# Annual Plan for Improvement



<b>Project Title</b>	Facilitating Successful Fundraising Initiatives		
<b>Unit/Department</b>	Foundation	<b>Strategic Plan</b>	Objective 4.1.1
<b>Academic Year</b>	2020/2021	<b>Executive Sponsor</b>	EVP Hilda Tunstill
<b>Team Members (*Indicate Team Lead)</b>	Sharon Bateman*; Phyllis Daniel; Foundation Trustees	<b>Executive Priority</b>	Fundraising Opportunities
<b>Projected Completion</b>	June 2021	<b>Project Status</b>	On track
<b>Project Purpose</b>	Facilitate fundraising initiatives that will help to increase external resources by 5% per year by 2025		
<b>SMART Goal</b>	Foundation will assess annual fundraising initiatives by June 2021.		

## Phase 1: Online Giving Form Development

Develop form using Blackbaud Raiser's Edge to offer a convenient option for annual donations	Sharon Bateman	Form development	September 2020
Make giving form accessible on Motlow website	Sharon Bateman	Javascript sent to External Affairs to add on Foundation web page	September 2020
Share link to online giving page on Foundation communication for contributions, tickets, memorials, etc.	Sharon Bateman	Increase in donations using the online form	ongoing

## Phase 2: Review of Grant Opportunities for Non-Profit Organizations

Research non-profit grant opportunities through foundations and organizations who support higher education	Sharon Bateman	Identification of foundations with grant details and deadlines	July 2020
Identify areas within the College that would align with grant requirements	Sharon Bateman	Feedback from departments and students	Fall 2020
Develop proposal and submit grant applications	Sharon Bateman	Submitted three external grant proposals; received two grants	Fall 2020
Direct and complete the process for the TN Community Cares Grant	Sharon Bateman	Reimbursement of qualify expenses	Fall 2020
Develop a schedule and plan for utilizing the Community Foundation of Middle Tennessee grant	Sharon Bateman	Emergency assistance fund established for Allied Health Students	June 2021

## Phase 3: Review of Event Sponsorships for Gala and Golf Tournaments

Research businesses in our service area through chamber and industry directories	Sharon Bateman; Phyllis Daniel	Business names, contacts, address, phone numbers and email addresses for mailing lists and database	ongoing
Contact new or lagging donors to promote and request sponsorship of events	Sharon Bateman; Phyllis Daniel	At least two new sponsors secured for each annual event	September 2020; February 2021; April 2021


**Additional Notes**

<b>Executive Review By</b>	Hilda Tunstill	<b>Date: 3/5/2021</b>
<b>ODL Review By</b>	Meagan McManus	<b>Date: 3/1/2021</b>
<b>Last Updated By</b>	Sharon Bateman	<b>Date: February 26, 2021</b>

# Annual Plan for Improvement



<b>Project Title</b>	TBR IT Audit		
<b>Unit/Department</b>	Business and Finance	<b>Strategic Plan</b>	Resource and Efficiency
<b>Academic Year</b>	FY20	<b>Executive Sponsor</b>	Cindy Logan
<b>Team Members (*Indicate Team Lead)</b>	Cindy Logan - Team Lead Team Members include Jeffery Short, William Quinn	<b>Executive Priority</b>	Review by Motlow's Internal Auditor
<b>Projected Completion</b>	May 2021	<b>Project Status</b>	On track
<b>Project Purpose</b>	To comply with information security recommendations from Tennessee Board of Regents (TBR) IT auditors		
<b>SMART Goal</b>	Motlow State Community College will comply with IT audit recommendations by dates agreed upon by Motlow IT and TBR IT auditors		

## Phase 1: Receive Audit Recommendations by TBR IT Auditors

Review and approve Information Security Policies at least annually	Cindy Logan, Jeffery Short, William Quinn	All IT policies have been reviewed and the revision history and approval have been documented	2/15/2021
Designate a member of the management team as Chief Information Security Officer (CISO)	Cindy Logan	The job responsibilities of a CISO has been appended to the job description of the MSCC Network Systems and Security Manager	1/31/2021
Implement multi-factor authentication for devices requiring remote access	Jeffery Short, William Quinn	Upon completion of QA, multi-factor authentication will be rolled out to all campus departments	5/30/2021
Perform vulnerability scans on both internal and internet-facing networks and systems at least monthly	Jeffery Short, William Quinn	Vulnerability scans are performed regularly on both internal and internal facing networks	Continuous
Improve information security access procedures and practices by actively monitoring and locking Banner accounts after 60 days of inactivity	Cindy Logan	Banner accounts are authenticated and terminated using Active Directory	Continuous
Utilize online security awareness tools	Jeffery Short, William Quinn	Purchase and utilize Wizer security awareness tools	Purchase by 1/31/2021, Utilization is continuous
Develop a process of identifying and tracking visitors in secure areas	Cindy Logan, Jeffery Short	MSCC is in the process of replacing they key cores in all data center and data closets doors on all MSCC campuses. Access will be limited to only authorized information technology and facilities staff. Other individuals with temporary approved access to a data center or data closet will be required to register with an authorized IT or facilities staff member before being escorted to the approved data center or data closet. The registration log will be retained according to established document retention policies	2/28/2021

Cyber Incident Response Plan should be reviewed, tested, and approved by management annually	Cindy Logan, Jeffery Short, William Quinn	MSCC IT staff, with cooperation and input from other MSCC departments, will implement and document annual table-top exercises on all critical network infrastructure and applications. In addition, the Cyber Incident Response Plan will be updated to include an insider threat section, which will outline a formal disciplinary process agreed to by MSCC Leadership.	3/31/2021
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**Phase 2: Compliance with TBR IT auditor recommendations within two months of audit exit meeting (3/11/2021)**

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Review and approve Information Security Policies at least annually	Cindy Logan, Jeffery Short, William Quinn	All IT policies have been reviewed and the revision history and approval have been documented	2/15/2021
Designate a member of the management team as Chief Information Security Officer (CISO)	Cindy Logan	The job responsibilities of a CISO has been appended to the job description of the MSCC Network Systems and Security Manager	1/31/2021
Perform vulnerability scans on both internal and internet-facing networks and systems at least monthly	Jeffery Short, William Quinn	Vulnerability scans are performed regularly on both internal and internal facing networks	2/28/2021
Improve information security access procedures and practices by actively monitoring and locking Banner accounts after 60 days of inactivity	Cindy Logan	Banner accounts are authenticated and terminated using Active Directory	Continuous
Purchase online security awareness tools	Jeffery Short, William Quinn	Motlow has purchased and is using Wizer security awareness tools	1/31/2021
Develop a process of identifying and tracking visitors in secure areas	Cindy Logan, Jeffery Short	MSCC is in the process of replacing they key cores in all data center and data closets doors on all MSCC campuses. Access will be limited to only authorized information technology and facilities staff. Other individuals with temporary approved access to a data center or data closet will be required to register with an authorized IT or facilities staff member before being escorted to the approved data center or data closet. The registration log will be retained according to established document retention policies	1/31/2021

**Phase 3: Compliance with TBR IT auditor recommendations end of semester**

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Review and approve Information Security Policies at least annually	Cindy Logan, Jeffery Short, William Quinn	All IT policies have been reviewed and the revision history and approval have been documented	2/15/2021
Designate a member of the management team as Chief Information Security Officer (CISO)	Cindy Logan	appended to the job description of the MSCC Network Systems and Security Manager	1/31/2021
Implement multi-factor authentication for devices requiring remote access	Jeffery Short, William Quinn	Upon completion of QA, multi-factor authentication will be rolled out to all campus departments	5/30/2021
Perform vulnerability scans on both internal and internet-facing networks and systems at least monthly	Jeffery Short, William Quinn	Vulnerability scans are performed regularly on both internal and internal facing networks	2/28/2021

Improve information security access procedures and practices by actively monitoring and locking Banner accounts after 60 days of inactivity	Cindy Logan	Banner accounts are authenticated and terminated using Active Directory	1/31/2021
Utilize online security awareness tools	Jeffery Short, William Quinn	Motlow has purchased and is using Wizer security awareness tools	Continuous
Develop a process of identifying and tracking visitors in secure areas	Cindy Logan, Jeffery Short	MSCC is in the process of replacing they key cores in all data center and data closets doors on all MSCC campuses. Access will be limited to only authorized information technology and facilities staff. Other individuals with temporary approved access to a data center or data closet will be required to register with an authorized IT or facilities staff member before being escorted to the approved data center or data closet. The registration log will be retained according to established document retention policies	2/28/2021
Cyber Incident Response Plan should be reviewed, tested, and approved by management annually	Cindy Logan, Jeffery Short, William Quinn	MSCC IT staff, with cooperation and input from other MSCC departments, will implement and document annual table-top exercises on all critical network infrastructure and applications. In addition, the Cyber Incident Response Plan will be updated to include an insider threat section, which will outline a formal disciplinary process agreed to by MSCC Leadership.	3/31/2021
<b>Executive Review By</b>	Hilda Tunstill	<b>Date: 03/05/2021</b>	
<b>ODL Review By</b>	Meagan McManus	<b>Date: 3/1/2021</b>	
<b>Last Updated By</b>	Cindy Logan	<b>Date: 2/26/2021</b>	

# Annual Plan for Improvement



<b>Project Title</b>	Campus Crime Rates		
<b>Unit/Department</b>	Public Safety Department	<b>Strategic Plan</b>	SACSCOC Standard 13.8
<b>Academic Year</b>	2020-2021	<b>Executive Sponsor</b>	Hilda Tunstill
<b>Team Members (*Indicate Team Lead)</b>	Ray Higginbotham - Team Lead	<b>Executive Priority</b>	Public Safety
<b>Projected Completion</b>	Ongoing	<b>Project Status</b>	On track
<b>Project Purpose</b>	Actively reduce criminal activity on all Motlow campuses to promote a safe and secure environment for all faculty, staff, students, and visitors		
<b>SMART Goal</b>	Maintain a crime rate lower than each campuses' service county crime rate		

## Phase 1: Reporting & Data Analysis

Complete Daily Crime Log	Ray Higginbotham	Update the Daily Crime Log within 48 hours whenever crimes are reported	Completed daily
Analyze Crime Rates by Campus Location	Ray Higginbotham	Compile and compare crime data from all Motlow campuses and all counties using annual TBI crime data	June 2021
Report Annual Disclosures	Ray Higginbotham	Distribution of Annual Disclosures to campus employees and students	October 2021

## Phase 2: Needs Analysis

Determine departmental needs for safety based on analysis of crime rates	Ray Higginbotham	Submission for budgetary requests based on departmental need	March 2021

All State crime data is released in June of every year. The released crime data is always the crime data from the previous calendar year.

<b>Executive Review By</b>	
<b>ODL Review By</b>	Meagan McManus



# Annual Plan for Improvement



<b>Project Title</b>	Student Information System Support		
<b>Unit/Department</b>	Administrative Computing	<b>Strategic Plan</b>	Obj. 3.1
<b>Academic Year</b>	2020-2021	<b>Executive Sponsor</b>	Sid Hill
<b>Team Members (*Indicate Team Lead)</b>	Rexann Bumpus Valerie Rossman Nick Buckman Susan Farmer	<b>Executive Priority</b>	Departmental Processes
<b>Projected Completion</b>	On-going	<b>Project Status</b>	On track
<b>Project Purpose</b>	Support the college employees with the Student Information System and related software		
<b>SMART Goal</b>	Complete 98% of the Requested Items for AY 2020-2021		

## Phase 1: (Objective)

Identify the Task or Project	Nick Buckman, Valerie Rossman, Susan Farmer	Customer makes request	Ongoing
Design, develop or solve the task or project	Nick Buckman, Valerie Rossman, Susan Farmer	Complete Project, ready for user acceptance	Ongoing
Present and Make Modifications	Nick Buckman, Valerie Rossman, Susan Farmer	User is satisfied	Ongoing
Move to Production if Necessary	Nick Buckman, Valerie Rossman, Susan Farmer	Move items to production when applicable	Ongoing

## Phase 2: (Objective)


## Review and Approval

<b>Executive Review By</b>	
<b>ODL Review By</b>	Meagan McManus



# Annual Plan for Improvement



<b>Project Title</b>	Separation Process - Access Removal		
<b>Unit/Department</b>	Human Resources	<b>Strategic Plan</b>	Resourcefulness & Efficiency
<b>Academic Year</b>	2020-2021	<b>Executive Sponsor</b>	Sid Hill
<b>Team Members (*Indicate Team Lead)</b>	Brian Rowe, Lisa Lee, Mandy Summers	<b>Executive Priority</b>	Efficiency Review Process
<b>Projected Completion</b>	June 2021	<b>Project Status</b>	On track
<b>Project Purpose</b>	To address Internal Audit finding that access was not removed from separated employees in a timely manner		
<b>SMART Goal</b>	By June 30, 2021 HR will implement a process and controls including an employee separation form, HR separation checklist including review by EDHR and /or ADHR and separation policy revision to ensure that employee access is removed within 24 hours last day worked or notification of LDW and separations are accurately coded in the system.		

## Phase 1: Review previous data to correct system for existing errors

Reviewed data to identify active employees still in the system without active jobs who should have been keyed in the system	Lisa	List of all previously separated employees that have not been correctly keyed into banner identified	January 2021
Enter correct Last Day Worked into Banner for all identified employees	Lisa	All identified separated employees information corrected in Banner	January 2021

## Phase 2: implementation of new form and controls to ensure access is terminated when an employee is separated

Create and implement Dynamic Form for employees and / or Supervisors to complete indicating intent to separate	Brian / Lisa	Form goes live and is in use for all separations. Form workflows are sending required notifications to HR and IT as trigger to cut access.	April 2021
Create and implement separation process checklist for use by HR Staff and review and approval of each separation by the EDHR and/or the ADHR	Lisa / Mandy	checklist used for every separation, EDHR or ADHR reviews and approves the completed forms to ensure that all steps in the separation process are completed correctly and timely	April 2021
Create flow chart and training materials to be shared with supervisors and managers to assist with the implementation of this new process	Lisa / Mandy	A flow chart and power point will be developed for distribution	April 2021

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Work with policy Analyst to edit /rewrite separations policy to match new process	Rob	Corrected Policy approved by all appropriate committees and published	June 2021

**Additional Notes**

<b>Executive Review By</b>	Sid Hill	<b>Date: 3/16/2021</b>
<b>ODL Review By</b>	Meagan McManus	<b>Date: 3/16/2021</b>
<b>Last Updated By</b>	Brian Rowe	<b>Date: 3/15/2021</b>

# Annual Plan for Improvement



<b>Project Title</b>	Assessing and addressing MSCC policy		
<b>Unit/Department</b>	ODL	<b>Strategic Plan</b>	Obj. 3.1.5
<b>Academic Year</b>	2020-2021	<b>Executive Sponser</b>	Dr. Sid Hill
<b>Team Members (*Indicate Team Lead)</b>	Rob Keel* Sid Hill Lisa Lee Meagan McManus	<b>Executive Priority</b>	Departmental Processes and Functions
<b>Projected Completion</b>	May 2021	<b>Project Status</b>	On track
<b>Project Purpose</b>	Assess baseline data and status of all MSCC policies and policy-related practices to inform the institution addressing the current backlog of necessary policy revisions and transitioning to an Institutional Policy Review Matrix by July 2023		
<b>SMART Goal</b>	ODL will assess all MSCC policies and prepare a report including the following by May 1, 2021: institutional criteria and procedure for policy review; internal policy revision process; status report of institutional policies; plan to address institutional policy backlog; and transition plan to maintenance phase of Institutional Policy Review Matrix.		

## Phase 1: Policy Revision Backlog Data

Review outstanding audits from TBR audit committee	President's Cabinet	Cabinet agenda including outstanding audit findings	July 2020
Revise compliance-related policies	Barbara Scales	Revised and current compliance policies	August 2020
Research and report on Responsible Party alignment with current MSCC structure and titles	Rob Keel	Report on what policies need revisions to Responsible Parties for alignment	January 2021
Research and report on policies that have no record of review in the past 3 years (required by MSCC policy)	Rob Keel	Report on which policies have not been reviewed in the past 3 years	February 2021
Report on any MSCC policies with unresolved audits per the Internal Auditor	Tammy Wiseman & EDHR	Email from Internal Auditor to EDHR identifying any outstanding audit findings	March 2021
Audit of SACSCOC-related policies	Meagan McManus	Summary report identifying which MSCC policies are SACSCOC-related including which policies are not current	April 2021
Present End-of-the-Year Summary Report including quantitative data on % of policy with outstanding revisions	Rob Keel	Completed report	May 2021

## Phase 2: PA Policy Review Criteria

Draft PA policy review criteria for ODL review	Rob Keel	PA Policy Review Criteria submitted for comments from EDHR, SACSCOC Liaison, and VPODL	January 2021
Develop dynamic form based on criteria to be completed as policy analysis by PA	Lisa Lee R. Bumpus	Dynamic form created	March 2021
Test dynamic form process for policy analysis (using SACSCOC policies)	Rob Keel Meagan McManus	100% of SACSCOC-related policies (as identified in Phase 1 of this API) through the initial policy analysis for revision	May 2021

## Phase 3: Policy Institutional Process

Revise Leadership Council Policy to ensure	Leadership		
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alignment and compliance of institutional shared governance policy voting body	Council Rob Keel	Revised policy (Renamed Institutional Oversight Committee)	October 2020
Identify digital collaboration platform	Sid Hill Lisa Lee Meagan McManus Rob Keel	Platform selected by VPODL	January 2021
Test digital collaboration platform	Rob Keel Meagan McManus	Revised policy draft in platform ready for President Cabinet phase of policy revision	February 2021
Revise policy on policy publication and compliance	Rob Keel	Revised MSCC policy guiding policy revisions and publication	April 2021

**Phase 4: Executive Policy Revision Priorities**

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Present policy considerations and shifts to President's Cabinet	Sid Hill Rob Keel	Presentation delivered to 100% of MSCC Executives	February 2021
Email ODLpolicy@mscc.edu 3-5 policies that are an executive priority (Each executive)	AVPs, VPs, & EVPs	A minimum of 3 MSCC policies submitted to ODLpolicy@mscc.edu by each AVP, VP, & EVP	March 2021
Complete policy analysis dynamic form of each executive priority policy	Rob Keel	1-to-1 ratio of policies submitted in first-round exec priorities to policy analysis in dynamic forms by policy analyst	May 2021
Set-up each policies identified by round-one executive priority in the digital platform	Rob Keel	100% of the policies identified in first executive email to ODLpolicy@mscc.edu uploaded to digital platform with PA, HR, ODL, & Executive access	May 2021

**Phase 5: Backlog Strategy**

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Develop 1-year Calendar to address policy backlog for policies with responsible parties including the president, non-executives reporting to the president, and those in the chain-of-command reporting to the VPODL	ODL	FY 2021/2022 schedule/timeline to start review of policies for these responsible parties	March 2021
Develop 2-year Calendar to address policy backlog for all policies with Responsible Parties in the chain-of-command reporting to EVPB&F	Hilda Tunstill Rob Keel	FY 2021/2022 & FY 2022/2023 schedule/timeline to start review of policies for these responsible parties	April 2021
Develop 2-year Calendar to address policy backlog for all policies with Responsible Parties in the chain-of-command reporting to EVPSSAA	Greg Sedrick Melody Edmonds AVPSS Debra Smith Rob Keel	FY 2021/2022 & FY 2022/2023 schedule/timeline to start review of policies for these responsible parties	May 2021
Develop 1-year Calendar to address policy backlog for all policies with Responsible Parties in the chain-of-command reporting to EVP over Workforce & EA	Tony Millican Terri Bryson AVPWF Rob Keel	FY 2021/2022 schedule/timeline to start review of policies for these responsible parties	May 2021

**Additional Notes**

As part of the backlog revisions, "Responsible Parties" and stakeholders that align with current MSCC structure will be identified as part of the revision process. One objective for next year's API should be reduction of the percentage of outdated policies in each area researched during phase 1 of this API. This should continue to be a metric until the institution is performing consistently at a policy standard that is supported by Quality Assurance/ODL.

<b>Executive Review By</b>	Sid Hill	<b>Date:</b> 1/26/2021
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<b>ODL Review By</b>	Meagan McManus	<b>Date: 1/26/2021</b>
<b>Last Updated By</b>	Rob Keel	<b>Date: 1/25/2021</b>

# Annual Plan for Improvement



<b>Project Title</b>	Revising the Institutional Effectiveness Process for Annual Plans for Improvement		
<b>Unit/Department</b>	ODL	<b>Strategic Plan</b>	3.1
<b>Academic Year</b>	2020-2021	<b>Executive Sponsor</b>	Dr. Sid Hill
<b>Team Members (*Indicate Team Lead)</b>	Sid Hill Meagan McManus Tiffany Phillips	<b>Executive Priority</b>	Continuous Improvement Plans
<b>Projected Completion</b>	Summer 2021	<b>Project Status</b>	Behind schedule
<b>Project Purpose</b>	To revise the process for institutional effectiveness procedures and implement a new strategy for continuous improvement plans		
<b>SMART Goal</b>	ODL will develop and implement a college-wide continuous improvement process by the end of the spring 2021 term.		

## Phase 1: Development of New Process

Develop new structure to include requirements and initiatives from SACSCOC, TBR, THEC, and other relative organizations	Tiffany & Meagan	Development of hierarchical structure that is outlined in the annual priorities for executives	Spring 2020
Present new process to executive-level supervisor for review and approval	Tiffany & Meagan	Completed presentation with Dr. Torrence	Summer 2020
Develop templates to document continuous improvement efforts	Tiffany & Meagan	Developed Template in Google Sheets	Summer 2020

## Phase 2: Communication of New Process

Present new process and templates to Executive Cabinet	Meagan	Completed presentation to Cabinet	Fall 2020
Present new process and templates to college divisions	ODL	Completed presentations to college constituents	Fall 2020
Develop a PowerPoint with voiceover to provide supplementary report for those responsible for completing APIs	Meagan	Completed PowerPoint and distribution	December 2020

## Phase 3: Implementation of New Process

Write APIs for ODL	ODL	Completed APIs	January 2021
Assist other areas with development of APIs	ODL	Completed APIs for all areas of the college	Spring 2021

Review developed APIs for quality assurance	ODL	Analysis report of completed APIs	Spring 2021
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**Additional Notes**

Since this is the first year APIs have been implemented, the API timeline is slightly off. Subsequent years of APIs will follow the timeline outlined in the developed API presentation.

<b>Executive Review By</b>	Sid Hill	<b>Date: 12/18/2020</b>
<b>ODL Review By</b>	Tiffany Phillips	<b>Date: 12/16/2020</b>
<b>Last Updated By</b>	Meagan McManus	<b>Date: 12/14/2020</b>

# Annual Plan for Improvement



<b>Project Title</b>	Ensuring Institutional Readiness for the SACSCOC 5th Year Interim Report		
<b>Unit/Department</b>	ODL	<b>Strategic Plan</b>	Objective 3.1.5
<b>Academic Year</b>	(AY 2020-2021)	<b>Executive Sponser</b>	Dr. Sid Hill
<b>Team Members (*Indicate Team Lead)</b>	Dr. Meagan McManus* Tiffany Phillips	<b>Executive Priority</b>	SACSCOC Readiness
<b>Projected Completion</b>	May 2021	<b>Project Status</b>	On track
<b>Project Purpose</b>	Ensure alignment with SACSCOC standards and prepare the college for the 5th Year Interim Report due in 2023		
<b>SMART Goal</b>	ODL will assess the college's readiness for the 5th Year Interim Report by May 2021.		

## Phase 1: Perception Survey Development and Distribution

Develop survey to assess employees' perceptions of SACSCOC compliance for the 5th Year Report	Meagan McManus	Survey development	March 2020
Sample small group of participants to ensure the survey is clear and operational	Meagan McManus	Feedback from sample group	March 2020
Administer survey to MSCC employees	Meagan McManus	At least 10% of employees will participate in the survey	April 2020

## Phase 2: Collection and Review of Perception Data and Development of Follow-Up Self-Assessment

Analyze data from perception survey results	Meagan & Tiffany	Identification of key findings from survey results	August 2020
Present perception survey findings to Executive Cabinet	Sid & Meagan	Presentation development and feedback from cabinet	December 2020
Develop follow-up self-assessment for SACSCOC compliance	Meagan & Tiffany	Creation of self-assessment form and quick guides for each SACSCOC standard	Fall 2020

## Phase 3: Readiness Assessment and Review

Distribution of self-assessment to Executives	Sid & Meagan	Self-assessment forms and quick guides disseminated to Executive Cabinet	January 2021
Collect completed self-assessments from executive teams	Meagan	Receipt of all completed self-assessment forms	March 2021
Review assessments for quality assurance compliance	Sid, Meagan, & Tiffany	Completed report of compliance assessment	April 2021

Submit compliance self-assessment report to external reviewer for feedback	Sid, Meagan, & Tiffany	Feedback report received from external reviewer	May 2021
<b>Additional Notes</b>			
Findings from phase 3 may lead to subsequent plans for improvement as determined by API Final Report.			
<b>Executive Review By</b>		<b>Date:</b>	
<b>ODL Review By</b>		<b>Date:</b>	
<b>Last Updated By</b>	Meagan McManus		<b>12/9/2020</b>

# Annual Plan for Improvement



<b>Project Title</b>	Streamline/ digitize Admissions and Records Forms		
<b>Unit/Department</b>	Admissions and Records	<b>Strategic Plan</b>	Obj. 1.1
<b>Academic Year</b>	(AY 2020-2021)	<b>Executive Sponsor</b>	Sidney McPhee
<b>Team Members (*Indicate Team Lead)</b>	*Mae Sanders, Richelle McKamey, Caitlin Tripp, Debbie Finney, Glen May, ME Mills, Annette Mosley, Mike Neal	<b>Executive Priority</b>	Integrate technology to support department efforts
<b>Projected Completion</b>	End of 2020-2021 Academic Year	<b>Project Status</b>	On track
<b>Project Purpose</b>	Streamline/ digitize Admissions and Records Forms		
<b>SMART Goal</b>	Turn 100% of Admissions and Records forms into dynamic forms by the end of AY 2020-2021		
<b>Phase 1: Convert paper/ PDF form into digital/dynamic form</b>			
Reformat Forms all Admissions and Records Forms for new Admissions process	Mae/Richelle/Admin Computing	Completed forms in new format	6/30/2020
Intent to Graduate dynamic form	Mae/Richelle/Annette/Admin Computing	Completed dynamic form for review and implementation	01/10/2021
<b>Phase 2: Testing/ Training</b>			
New digital/dynamic Admissions and Records Forms	Mae/Richelle/Admin Computing	Collaborated with additional Admissions staff that will actually process the form during this phase to make sure nothing was missed.	08/20/2020
Intent to Graduate dynamic form	McPhee, Ramona Shelton/ Admin Computing	Faculty Training Completion 2/12/2021	02/10/2021
<b>Phase 3: Implementation</b>			
	Admissions and Records Personnel/ Admin Computing	Completed forms with access online	09/01/2020
	Mae, Richelle, Annette Mosley, Faculty, Admin Computing	Snow/ Ice storm moved go-live date back 1 week.	2/23/2021

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**Additional Notes**

<b>Executive Review By</b>		<b>Date:</b>
<b>ODL Review By</b>	Meagan McManus	<b>Date: 3/23/2021</b>
<b>Last Updated By</b>	Mae Sanders	<b>Date: 3/23/2021</b>

# Annual Plan for Improvement



<b>Project Title</b>	Measuring readiness and efficiency of services during a pandemic or other unexpected circumstances		
<b>Unit/Department</b>	Counseling Services	<b>Strategic Plan</b>	Objective 2.1.1 and 3.1.4
<b>Academic Year</b>	(AY 2020-2021)	<b>Executive Sponsor</b>	Dr. Sidney McPhee
<b>Team Members (*Indicate Team Lead)</b>	Belinda Champion* Lisa Stone Yeulanda Beverly	<b>Executive Priority</b>	Readiness to provide services
<b>Projected Completion</b>	December 2020	<b>Project Status</b>	On track
<b>Project Purpose</b>	Ensure provision of effective services is in line with student need during a pandemic or other unexpected circumstances		
<b>SMART Goal</b>	Counseling Services will measure readiness to serve students during a pandemic or any circumstances by December 2020		

## Phase 1: Survey Development and Distribution

Develop a survey to assess student's perception of service delivery	Lisa Stone	Survey Development	November 2020
Administer survey to students immediately following service delivery	Lisa Stone	Feedback from students completing survey	December 2020
Measure effectiveness of delivery of counseling services	Lisa Stone Belinda Champion	Feedback from students regarding experience in counseling services	June 2021

## Phase 2: (Objective)


## Phase 3: (Objective)


<b>Additional Notes</b>		
<b>Executive Review By</b>	Sidney McPhee	<b>Date: 3/1/2021</b>
<b>ODL Review By</b>	Meagan McManus	<b>Date: 3/1/2021</b>
<b>Last Updated By</b>	Belinda Champion	<b>Date: 2/26/2021</b>

# Annual Plan for Improvement



<b>Project Title</b>	Converting service application to dynamic form to improve student access.		
<b>Unit/Department</b>	Disability Services	<b>Strategic Plan</b>	Objective 2.1.1
<b>Academic Year</b>	(AY 2020-2021)	<b>Executive Sponsor</b>	Dr. Sidney McPhee
<b>Team Members (*Indicate Team Lead)</b>	Belinda Champion* Yeulanda Beverly	<b>Executive Priority</b>	Improve student access
<b>Projected Completion</b>	December 2020	<b>Project Status</b>	Completed
<b>Project Purpose</b>	Improve student access to apply for disability services		
<b>SMART Goal</b>	Disability Services will develop a dynamic form that can be accessed remotely to apply for disability services for initial implementation in AY 2020-2021.		

## Phase 1: Development of Form and Implementation

Design dynamic form with programming staff	Belinda Champion Yeulanda Beverly	Dynamic form available in MyMotlow	July 2020
Update website regarding application process	Belinda Champion Yeulanda Beverly	Published updates on website	July 2020
Measure effectiveness of dynamic application form	Belinda Champion Yeulanda Beverly	Survey students using form	April 2021
Review feedback from students to determine any improvements needed	Belinda Champion Yeulanda Beverly	Feedback received from students	June 2021

## Phase 2: (Objective)


<b>Executive Review By</b>	Sidney McPhee	
<b>ODL Review By</b>	Meagan McManus	



# Annual Plan for Improvement



<b>Project Title</b>	Increasing Student Engagement through Online Activities		
<b>Unit/Department</b>	Dean of Students	<b>Strategic Plan</b>	Objective 3.1.4
<b>Academic Year</b>	(AY 2020-2021)	<b>Executive Sponsor</b>	Dr. Sidney McPhee
<b>Team Members (*Indicate Team Lead)</b>	Debra Smith, Lori Rogers, Angelica Dotson	<b>Executive Priority</b>	Improve effectiveness of programs and services
<b>Projected Completion</b>	Spring 2021	<b>Project Status</b>	On track
<b>Project Purpose</b>	Ensure student activities provided by student activity fees are meaningful to the majority of students.		
<b>SMART Goal</b>	Identify online activities that are appealing to students through online Student Activities Survey 2021, as well as those activities that are not appealing to students in our service area.		
<b>Phase 1: Survey Development</b>			
Develop a brief student survey.	Debra Smith, Angelica Dotson	Survey development.	January 2021
Administer survey to students.	Angelica Dotson	Observation of student responses	March 2021
Review survey results	Debra Smith, Angelica Dotson	Analysis report of survey data	Spring 2021
<b>Phase 2: Program Development</b>			
Develop programing designed to improve student retention	Debra Smith, Lori Rogers, Angelica Dotson	Planning and executing student programing.	April 2021
Develop a brief student satisfactory survey after each program.	Debra Smith, Angelica Dotson	Survey Development and execution.	May 2021
Analyze satisfaction survey results	Debra Smith	Analysis report of data for developed programs	Summer 2021
<b>Phase 3: (Objective)</b>			

<b>Additional Notes</b>		
<b>Executive Review By</b>	Sidney McPhee	<b>Date: 3/2/2021</b>
<b>ODL Review By</b>	Meagan McManus	<b>Date: 3/2/2021</b>
<b>Last Updated By</b>	Debra Smith	<b>Date: 3/1/2021</b>

# Annual Plan for Improvement



<b>Project Title</b>	Intrusive Advisement for At Risk Students		
<b>Unit/Department</b>	(Completion Coaches, Student Success)	<b>Strategic Plan</b>	Objective 2.1.1
<b>Academic Year</b>	(AY 2020-2021)	<b>Executive Sponsor</b>	Dr. Sidney McPhee
<b>Team Members (*Indicate Team Lead)</b>	Kyle Macon (Team Lead), Completion Coach Team	<b>Executive Priority</b>	Identify strategies which drive outcomes for all students
<b>Projected Completion</b>	(Completion Date)	<b>Project Status</b>	On track
<b>Project Purpose</b>	Ensure alignment with the Motlow strategic to meet goals by 2025.		
<b>SMART Goal</b>	The Student Success Center will improve retention by 5% through outreach and advisement of At-Risk Students by May 2021.		

## Phase 1: Determine the At-Risk Population

Develop ARGOS report to determine At-Risk student population		Report development	February 2020
Run test of Argos report to ensure accurate identificaion of At-Risk students	Kyle Macon, Veronica Mitchell	Report pulls with less than 5% margin of error	February 2020
Finalize and adjust report for Completion Coach use	Kyle Macon, Veronica Mitchell	Report updated with minor changes	February 2020

## Phase 2: Outreach of At Risk Students

Send coach introduction email and text outreach to At-Risk students.	Completion Coaches	Email and text sent within the first two weeks of term.	Ongoing
Update academic plans for At-Risk students.	Completion Coaches	Plans are completed	Ongoing
Contact At-Risk Students for follow-up when receiving academic alerts	Completion Coaches	Follow-ups are reported in Self Service Banner	Ongoing

## Phase 3: (Objective)


**Additional Notes**

<b>Executive Review By</b>	Sidney McPhee	<b>Date: 3/23/2021</b>
<b>ODL Review By</b>	Meagan McManus	<b>Date: 3/17/2021</b>
<b>Last Updated By</b>	Kyle Macon	<b>Date: 3/16/2021</b>

# Annual Plan for Improvement



<b>Project Title</b>	Develop remote testing options to enhance services to students		
<b>Unit/Department</b>	Testing Services	<b>Strategic Plan</b>	Objective 2.1.1
<b>Academic Year</b>	(AY 2020-2021)	<b>Executive Sponsor</b>	Dr. Sidney McPhee
<b>Team Members (*Indicate Team Lead)</b>	Belinda Champion* Yeulanda Beverly Marie Mosley Tina Grizzard	<b>Executive Priority</b>	Enhance testing options
<b>Projected Completion</b>	December 2020	<b>Project Status</b>	On track
<b>Project Purpose</b>	Ensure remote testing is available to students as an option to enhance services towards meeting student needs.		
<b>SMART Goal</b>	Testing Services will provide remote testing options to support student needs for AY 2020-2021.		

## Phase 1: Identification of Remote Test Options and Implementation

Identify tests that can be delivered remotely	Marie Mosley Tina Grizzard	List of remote test options	July 2020
Set up remote proctoring and update website information	Champion Marie Mosley Tina Grizzard	Communication with remote proctoring companies and published updates on testing services website	July 2020
Measure effectiveness of virtual testing options	Yeulanda Beverly Marie Mosley Tina Grizzard	Feedback from students describing experience with virtual testing	June 2021

## Phase 2: (Objective)


<b>Executive Review By</b>	Sidney McPhee
<b>ODL Review By</b>	Meagan McManus

**Last Updated By**

Belinda Champion

**Date: 2/26/2021**

# Annual Plan for Improvement



<b>Project Title</b>	Third Party TN Promise Data Sharing Initiative to Encourage Timely Enrollment		
<b>Unit/Department</b>	Tennessee Promise	<b>Strategic Plan</b>	Objective 1.1.1
<b>Academic Year</b>	(AY 2021-2022)	<b>Executive Sponsor</b>	Jonathan Graham
<b>Team Members (*Indicate Team Lead)</b>	Jonathan Graham (Motlow State) Amy Bain (tnAchieves) Holly Hunnicutt (tnAchieves)	<b>Executive Priority</b>	Integrate technology to support department efforts
<b>Projected Completion</b>	8/30/2021	<b>Project Status</b>	On track
<b>Project Purpose</b>	To partner and share data with tnAchieves to nudge students to apply to Motlow in a timely manner		
<b>SMART Goal</b>	From March 2021 to August 30th, 2021, Tennessee Promise Dept. will retrieve files, run files through BANNER, and send files back to tnAchieves to provide nudges to incoming TN Promise students encouraging them to apply to Motlow State in a timely manner.		

## Phase 1: Planning and Testing

Meet with tnAchieves to discuss plan for data sharing	Jonathan Graham, Amy Bain	Data sharing meeting held, needed data fields discussed.	1/29/21
Test current data load process to ensure process works	Jonathan Graham	File transfer process established. Data loaded into BANNER successfully. ARGOS reports run successfully.	2/1/21

## Phase 2: Weekly Data Sharing Between Motlow and tnAchieves (March 2021 - August 2021)

Connect to tnAchieves server via FileZilla and download weekly files	Jonathan Graham	File retrieved from tnAchieves server	Weekly from March to August 2021
Upload weekly files to BANNER and run ARGOS reports	Jonathan Graham	File successfully loaded into BANNER and data retrieved from ARGOS	Weekly from March to August 2021
Upload completed data files back to tnAchieves server via FileZilla	Jonathan Graham	File successfully re-uploaded to tnAchieves server	Weekly from March to August 2021

## Phase 3: Communications to Students

Nudge students to take action on admissions application	Holly Hunnicutt (tnAchieves)	Students receive communications from tnAchieves staff weekly nudging them to apply to Motlow	Weekly from March 2021 to August 2021

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**Additional Notes**

There currently are no hard completion dates for data sharing. I believe that data shares will occur every Monday and will continue from March until the first day of class in August.

<b>Executive Review By</b>		<b>Date:</b>
<b>ODL Review By</b>	Meagan McManus	<b>Date: 2/22/2021</b>
<b>Last Updated By</b>	Jonathan Graham	<b>Date: 2/22/2021</b>

# Annual Plan for Improvement



<b>Project Title</b>	NJCAA Eligibility		
<b>Unit/Department</b>	Athletics	<b>Strategic Plan</b>	Obj. 3.1
<b>Academic Year</b>	(AY 2020-2021)	<b>Executive Sponsor</b>	Greg Sedrick & Melody Edmonds
<b>Team Members (*Indicate Team Lead)</b>	*Dan McShea Bertha Smith Janice Morey Arthur Latham Kezia Conyers Andy Lyon	<b>Executive Priority</b>	Academic Success
<b>Projected Completion</b>	May, 2021	<b>Project Status</b>	Behind schedule
<b>Project Purpose</b>	Ensure student-athlete success		
<b>SMART Goal</b>	100% of student athletes will be eligible to participate in NJCAA athletics		

## Phase 1: Create academic plans that fit each student athlete's abilities and goals

Student picks desired major during admissions	Student	Admission to college	August, 2020 January, 2021
Coaches and Completion coach review desired major and meet with student athlete	Athlete's coach Bertha Smith	Student understands requirements and timeline. Student may adjust selected major	August, 2020 January, 2021
Academic plans created in GPS	Bertha Smith	Academic plan visible in GPS to students and advisors	August, 2020 January, 2021

## Phase 2: Monitor progress throughout semester

Progress reports requested for each class of each student athlete	Bertha Smith	A report is received for every class of each student athlete	After 4 weeks Midterm After 12 weeks
Updates of reports are sent to head coaches	Bertha Smith	Reports are received by head coaches	After 4 weeks Midterm After 12 weeks
Meetings will take place between players that are falling behind with Completion Coach and with Athletic Coaches	Bertha Smith Head Coaches	Successful meetings where plan of action for improvement is written	As necessary
Unsolicited early alerts are sent to head coaches and discussed with student athletes by Completion Coach AND athletic staff	Bertha Smith Athletic coaches	Coaches receive documentation and successful meetings are held with Completion Coach AND with athletic staff	As necessary

## Phase 3: Provide study hall and tutoring (where applicable)

Study hall schedule is developed that works around class and practice schedules for a set number of hours for each player	Bertha Smith Athletic Coaches	A study hall schedule and location is set for the semester	August, 2020 January, 2021
Students will attend study hall as dictated by athletic coaches and monitored by Completion Coach and athletic coaches	Bertha Smith Athletic Coaches	A weekly report is generated documenting attendance	Once per week throughout both semesters
Identification of tutoring needs will be	Bertha Smith		

communicated with each team member for respective sport	Athletic Coaches	Student athletes will be provided with tutoring assistance where applicable	As necessary

**Additional Notes**

In addition to NJCAA eligibility, we are also concerned with the ability to transfer to the highest possible level while progressing through transfer and/or graduation. Most schools have higher requirements for acceptance of transfers for the purpose of athletic competition than is required for eligibility by the NJCAA.

<b>Executive Review By</b>	Melody Edmonds	<b>Date: 3/10/2021</b>
<b>ODL Review By</b>	Meagan McManus	<b>Date: 3/2/2021</b>
<b>Last Updated By</b>	Dan McShea	<b>Date: 3/2/2021</b>

# Annual Plan for Improvement



<b>Project Title</b>	Redesign Motlow Website to Support Student Success		
<b>Unit/Department</b>	External Affairs	<b>Strategic Plan</b>	1.1 Motlow State Community College will enhance access to higher education.
<b>Academic Year</b>	(AY 2020-2021)	<b>Executive Sponsor</b>	Dr. Tony Millican
<b>Team Members (*Indicate Team Lead)</b>	External Affairs	<b>Executive Priority</b>	Design New Accessible Website
<b>Projected Completion</b>	Dec. 2021	<b>Project Status</b>	In progress
<b>Project Purpose</b>	To support Motlow's student success mission by designing a website that is student-centric, de-siloes services, speaks in a more welcoming, accessible voice and tone, is written at an appropriate academic level.		
<b>SMART Goal</b>	External Affairs will produce a student-centric, graphic-rich, accessible website that is device agnostic (mobile friendly), written to target an 8th-grade reading level (not to exceed at a 10th-grade reading level), and allows for review before publishing.		

## Phase 1: Development

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Design new website	External Affairs	Development Notes. Screenshots of draft boards	Sept 2019
Establish both a staging server and a production server so that Motlow content can be reviewed and approved before publishing.	External Affairs	Contract with OU campus and Databank to host new design	Sept. 2019
Establish product objectives	External Affairs	Target objectives: Welcoming, Engaging, Mobile friendly, Accessible, Graphic-rich Student-centric, Intuitive navigation, Improved User experience, Curated information approach that supports student success, Fewer clicks to arrive where you need, More robust search, Fewer pages (reduce unused, dead pages), Program finder for advanced program searches, Storytelling capabilities, Contemporary design, Brand focused, On voice, On tone, integrated Videos, Conveys sense of place and community, Countdowns that aid student achievement/meeting deadlines, Robust master calendar, Content management system, Cross-sells services, Organized by student need instead of college department.	Jan. 2020

## Phase 2: Production

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Author content for new website	External Affairs	The presence of new content	Dec. 15, 2020
Review content and design with Stakeholders	External Affairs	Meetings scheduled with Stakeholders, emails to/from stakeholders. Notes from vetting meetings reflecting stakeholders feedback	Nov. 2020
Prepare Stakeholders for Go-Live	External Affairs	Announcement collateral, meeting notes	Nov. 2020
Launch Go-Live	External Affairs	The presence of the new, public site	Dec. 15, 2021

## Phase 3: Data Analysis

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Analyze Utilization	External Affairs	Measures of page traffic	Dec. 2021
Review new website ticket requests	External Affairs	Reduction in ticket request for page fixes (not tickets for time-relevant content updates)	Dec. 2021
Analyze compliance of site as compared to strategic alignment resource guide	External Affairs & ODL	Website-to-reference source comparison (SARG)	April 30, 2021
Identify any new compliance needs & address	EA & ODL	Stakeholder feedback, ODL review notes	May 30, 2021
Update SARG based on compliance discovery	EA	New version of existing document	July 15, 2021
Motlow State Community College		92	
Produce annual website compliance report	EA & ODL	Presence of the report	Annual Plans for Improvement July 15, 2021

Move site into Maintenance phase

EA

Update Website Inventory & Stakeholders List

Sept. 2021

Annualize the website compliance report

EA & ODL

Presence of second report

July 2022

<p>Several issues merit noting: 1) The website's content continues to have some accessibility challenges. Stakeholders provide inaccessible documents for linking. Stakeholders report that they do not know how to create accessible documents, thus college-wide PD/training may be appropriate as EA does not have the resources to transform non-accessible documents for all employees. 2) There is no single resource/reference for itemizing/documenting the college's website obligations. Website obligations can be ambiguously articulated by the obligating source. Or they can be open to interpretation, or reflect an intentional leadership decision to electively meet a mandate by choosing a website tactic. It can be challenging to achieve website goals that are not explicitly stated and well-documented so that the information becomes reliable institutional knowledge. EA is developing a tool to guide its compliance-centric work (SARG). This resource will inform EA of how its work fulfills federal, state, system, college, contract, and accrediting body obligations. SARG will also inform priority areas in EA messaging/storytelling. 3) EA can receive conflicting website update requests or requests from uncharacteristic sources. Guidance is needed regarding who can serve as an authoritative website page stakeholder. Thus, EA is authoring a Website Inventory and Stakeholders List (WISL) that will be vetted by leadership. 4. Website content goes stale, falls out of accuracy, and/or stakeholders can request pages that yield no/low utilization. Growth of the site can quickly become untenable. Inventory must be regularly reviewed and content must be held accountable. An increase in the number of pages can overwhelm students who get lost searching for important information. Growth of the site can also outgrow EA's ability to manage the inventory. We need a process that prevents unnecessary escalation of low utilization (non-mandated) content. Inventory management planning is an essential consideration as the number of pages, links, and documents of the new site already exceeds more than 1,900 distinct digital assets. WISL should begin to aid EA's inventory management, but resource consideration could be an important future topic of consideration as Motlow's webmaster is also the college's social media specialist and it is becoming increasingly challenging for one individual to manage such diverse and growing digital assets. 4) There are digital assets developed by other departments. If these are public assets, these too should be inventoried, cataloged, given control numbers, and checked for compliance and accessibility. This topic merits ODL/EA future collaborative planning.</p>		
<b>Additional Notes</b>		
<b>Executive Review By</b>		<b>Date:</b>
<b>ODL Review By</b>	Meagan McManus	<b>Date:</b> 3/15/2021
<b>Last Updated By</b>	Terri Bryson	<b>Date:</b> 3/12/2021

# Annual Plan for Improvement



<b>Project Title</b>	Office of Internal Audit		
<b>Unit/Department</b>	Office of Internal Audit	<b>Strategic Plan</b>	Obj. 3.1
<b>Academic Year</b>	2020-2021	<b>Executive Sponsor</b>	TBR/President
<b>Team Members (*Indicate Team Lead)</b>	Tammy Wiseman	<b>Executive Priority</b>	Performance Accountability Measures
<b>Projected Completion</b>	June 2021	<b>Project Status</b>	On track
<b>Project Purpose</b>	3.1 Monitor and improve the effectiveness of educational programs and services		
<b>SMART Goal</b>	The Office of Internal Audit will satisfactorily perform audits required by the Tennessee Board of Regents for the fiscal year 2020 - 2021.		

## Phase 1: Planning

Develop Annual Audit Plan	Tammy Wiseman	Annual Audit Plan submitted to TBR	August 2020
Revised Audit Plan - 1st Quarter	Tammy Wiseman	Revised Audit Plan submitted to TBR	October 2020
Revised Audit Plan - 2nd Quarter	Tammy Wiseman	Revised Audit Plan submitted to TBR	February 2021
Revised Audit Plan - 3rd Quarter	Tammy Wiseman	Revised Audit Plan submitted to TBR	April 2021
Revised Audit Plan - 4th Quarter	Tammy Wiseman	Revised Audit Plan submitted to TBR	July 2021

## Phase 2: Completion

Complete required audits	Tammy Wiseman	Submission of report	As required

## Summary

The current fiscal year Audit Plan serves as a guide for the upcoming year to budget audit hours and scheduling due dates for completion. A quarterly report is submitted to the Tennessee Board of Regents System-Wide Internal Audit of budgeted versus audit hours and explanation of any adjustments from the original Audit Plan.

<b>Executive Review By</b>	Michael Torrence
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<b>ODL Review By</b>	Meagan McManus	<b>Date: 3/15/2021</b>
<b>Last Updated By</b>	Tammy Wiseman	<b>Date: 3/12/2021</b>