



MOTLOW STATE
COMMUNITY COLLEGE

Annual Plans for Improvement (API)
2021-2022

Annual Plan for Improvement

Motlow State Community College

Project Title	General Education Assessment		
Unit/Department	Academic Affairs	Strategic Plan	Completion
Academic Year	2021-2022	Executive Sponsor	Dr. Greg Sedrick
Team Members (*Indicate Team Lead)	AVPAA* Curriculum Chairs ODL	Executive Priority	Develop Strategies to Close Achievement Gaps
Projected Completion	Summer 2022	Project Status	
Project Purpose	To assess students' success of general education competencies, specifically for transfer programs		
SMART Goal	Academic Affairs, in collaboration with ODL, will implement the general education assessment schedule, close achievement gaps for low income students and students of color, and will meet or exceed peer success rates on ETS and CCSSE assessments annually.		

Phase 1: General Education

Assess general education courses according to the 2-year assessment schedule	AA & ODL	Completed assessments with disaggregated results for F21 and S22	Spring 2022
Analyze gen. ed. assessment results for AY 2021-2022	AA & ODL	Completed reports for F21 and S22	Summer 2022
Analyze disaggregated course completion data by instructional method, ethnicity, and socio-economic status	ODL	Completed reports for F21 and S22	Summer 2022
Identify strategies to close achievement gaps in courses with consistent gaps across multiple semesters	AA	Developed and implemented APIs for academic areas with gaps	Ongoing

Phase 2: ETS Proficiency Assessment

Identify areas for improvement based on previous years' results analysis	AA & ODL	List of subject areas identified for improvement efforts	August 2021
Implement strategies for improvement in target areas	AA	Improved ETS scores in target areas	Spring 2022
Administer ETS for graduating sophomores for AY 2021-2022	Testing Services	100% of graduating sophomores will complete ETS	Summer 2022
Analyze ETS score reports for AY 2021-2022	AA & ODL	Completed analysis of score reporting	Summer 2022

Phase 3: CCSSE & SENSE

Identify areas for improvement based on previous years' CCSSE results analysis	AA & ODL	List of areas identified for improvement efforts	August 2021
Implement strategies for improvement in target areas	AA	Improved CCSSE scores in target areas	Spring 2022

Conduct SENSE online	ODL	SENSE completion in online format	Fall 2022
Conduct CCSSE online	ODL	CCSSE completion in online format	Spring 2022
Review data to compare MSCC scores vs. peer cohort	AA & ODL	Completed analysis of score reporting	Summer 2022

Additional Notes

Executive Review By	Charle Coffey	Date: 9/10/21
ODL Review By	Sid Hill	Date: 9/8/21
Last Updated By	Meagan McManus	Date: 9/3/21

Annual Plan for Improvement



Project Title	Implementation of Simple Syllabus for all courses at Motlow State Community College		
Unit/Department	Academic Technology	Strategic Plan	Accessibility
Academic Year	2021 - 2022	Executive Sponsor	Terry Durham
Team Members (*Indicate Team Lead)	Terry Durham * April Harris Donald Choate	Executive Priority	2
Projected Completion	Summer Semester 2022	Project Status	Not started
Project Purpose	All Syllabi available to students 100% Accessible by the start of the Summer semester in 2022.		
SMART Goal	Start in later Spring semester 2021 25% of all Summer 2021 Syllabi on Simple Syllabus Attainable with training sessions and individual instruction Measure the number of syllabus on Simple Syllabus to make sure goal is meet. 50% by Fall semester 2021 75% by end of Spring semester 2022 100% by beginning of Summer semester 2022.		
Phase 1: (Objective)			
Contact Faculty Developers/Maintainers of Master Course Shells by March 15, 2021	Academic Technology	Email notification and number of responses	March 20, 2021
Training Sessions assigned as needed to reach the goal of 25% compliance	Academic Technology	Number of individuals who attend training and the number of actual courses offered in the Summer semester reaching the goal	June 4, 2021
Working with individuals to have their syllabus in Simple Syllabus to reach the goal of 25% overall.	Academic Technology	Make sure final percentage of total course syllabi available reaches the 25% goal.	June 4, 2021
Phase 2: (Objective)			
Contact Faculty mentors/liaisons to aid other faculty members in converting their syllabi into Simple Syllabus.	Academic Technology	Keep notes on number of individuals converting their syllabi over and following up to make sure this has been accomplished to reach the 50% goal.	September 30,2021
Training Sessions assigned as needed to reach the goal of 50% compliance	Academic Technology	Number of individuals who attend training and the number of actual courses offered in the Fall 2021 semester reaching the goal	September 30,2021
Working with individuals to have their syllabus in Simple Syllabus to reach the goal of 50% overall.	Academic Technology	Make sure final percentage of total course syllabi available reaches the 50% goal.	September 30,2021
Phase 3: (Objective)			
Training Sessions assigned as needed to reach the goal of 75% compliance	Academic Technology	Number of individuals who attend training and the number of actual courses offered in the Spring 2022 semester reaching the goal	January 14, 2022
Working with individuals to have their syllabus in Simple Syllabus to reach the goal of 75% overall.	Academic Technology	Make sure final percentage of total course syllabi available reaches the 75% goal.	January 14, 2022

Additional Notes

Executive Review By		Date:
ODL Review By	Meagan McManus	Date: 9/10/21
Last Updated By	Terry Durham	Date: 9/3/21

Annual Plan for Improvement

Motlow State Community College

Project Title	ACBSP Accreditation		
Unit/Department	Business & Technology	Strategic Plan	Open Access & Completion
Academic Year	2021-2022	Executive Sponsor	Chief Academic Officer
Team Members (*Indicate Team Lead)	Larry Flatt, Tracey Lee, B & T faculty	Executive Priority	Performance Accountability Measures
Projected Completion	Summer 2022	Project Status	Not started
Project Purpose	The purpose of this project is to continue to monitor accrediting rules and regulations under the Accreditation Council for Business Schools and Programs		
SMART Goal	Business & Technology Department will maintain accreditation of its business programs of study with the Accreditation Council for Business Schools and Programs		

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Submit Annual Plans of Improvement, which include data that can be used for the bi-annual quality assurance reports	Larry Flatt, Tracey Lee	APIs are submitted and approved for the school year	August 31, 2021
Annual fees will be paid to ACBSP through departmental funds, as required	Larry Flatt, Tracey Lee	Invoice submitted and Annual Fees paid	August 31, 2021
Faculty will maintain annually updated course syllabi	B & T Faculty	Surveys are administered to graduating students in Med Office and Cyber Defense	January 31, 2022
All FT Faculty and Adjunct Faculty will meet ACBSP and SACSCOC credentialing standards	Larry Flatt, Tracey Lee	All FT and Adjunct Faculty are appropriately credentialed within Curriculum/approved	January 31, 2022
Faculty will maintain annually updated course syllabi	B & T FT faculty	Course Maintainers have successfully assisted adjuncts with course set-up and provide additional guidance as needed throughout the school year.	Summer 2022

Additional Notes

Executive Review By		Date:
ODL Review By	Meagan McManus	Date: 9/16/21
Last Updated By	Tracey Lee	Date: 9/15/21

Annual Plan for Improvement

Motlow State Community College

Project Title	Educational effectiveness in B & T AAS programs		
Unit/Department	Business & Technology	Strategic Plan	Completion
Academic Year	2021-2022	Executive Sponsor	Chief Academic Officer
Team Members (*Indicate Team Lead)	Larry Flatt, Tracey Lee	Executive Priority	Performance Accountability Measures
Projected Completion	Summer 2022	Project Status	Not started
Project Purpose	The purpose of this project is to continue to monitor program effectiveness in Business & Technology AAS Programs		
SMART Goal	Monitor effectiveness of educational programs and services for graduating sophomores in a Business & Technology AAS program by administering a Business Exit Exam with the goal of maintaining a minimum score of 70% in program and service effectiveness.		

Phase 1:

Meeting w/Interim Dean and B & T faculty about the current Exit Exam	B & T Faculty, Larry Flatt	Faculty understand the importance of the tracking and participate in providing any content that may need to be updated for the current school year	November 2021
Updates to Exit Exam to be completed and final exam shared with B & T faculty	B & T Faculty, Larry Flatt	Exam is revised by designated faculty members	February 28, 2022
All updates are completed and Exam is ready for the Spring Term, by mid April	Larry Flatt, Tracey Lee	All updates are completed and Exam is ready for the Spring Term, by mid April	April 15, 2022

Phase 2:

Administer Exit Exam to current graduating sophomores in B & T in AAS programs in Spring 2022	Christine Summers	Qualified graduating sophomores take the Business Exit Exam	May 9, 2022
Analyze Date - send results to ODL	Tracey Lee, Christine Summers	Results show that B & T maintained a minimum of 70% effectiveness score	August 31, 2022

	Tracey Lee		

Annual Plan for Improvement

Motlow State Community College

Project Title	Job placement monitoring for Business & Technology, AAS programs		
Unit/Department	Business & Technology	Strategic Plan	Completion
Academic Year	2021-2022	Executive Sponsor	Chief Academic Officer
Team Members (*Indicate Team Lead)	Larry Flatt, Tracey Lee, FT B & T faculty	Executive Priority	Performance Accountability Measures
Projected Completion	Summer 2022	Project Status	Not started
Project Purpose	Track job placement for graduates within B & T, AAS programs		
SMART Goal	90 % of Business & Technology AAS graduates are employed in their field within a year of graduation or met an approved exemption		

Phase 1:

Review current questionnaire with interim Dean	Larry Flatt, Tracey Lee	meeting completed and tracking measures identified	October 2021
Revise current questionnaire	Larry Flatt, Tracey Lee, FT B & T faculty	Final questionnaire is ready for Department faculty approval	Nov. 15, 2021
Department reviews new questionnaire in department meeting	Larry Flatt, Tracey Lee, FT B & T faculty	Department approves questionnaire	February 28, 2022
Questionnaire is distributed	Larry Flatt, Tracey Lee	Department meeting notes w/tracking approval submitted to AA	Apr. 30, 2022

Phase 2:

Track students for 21/22 academic year	B&T faculty	list of job placements/employers	Summer 2022

	Meagan McManus		
	Tracey Lee		

Annual Plan for Improvement

Motlow State Community College

Project Title	Business & Technology Stakeholder Satisfaction for B & T, AAS programs		
Unit/Department	Business & Technology	Strategic Plan	Completion
Academic Year	2021-2022	Executive Sponsor	Chief Academic Officer
Team Members (*Indicate Team Lead)	Larry Flatt, Tracey Lee, FT Faculty of B & T	Executive Priority	Performance Accountability Measures
Projected Completion	Summer 2022	Project Status	Not started
Project Purpose	The purpose of this project is to continue to monitor stakeholder satisfaction in the following populations: graduation students, alumni, and employers		
SMART Goal	Administer satisfaction survey for recent graduates, alumni, and employers, with the goal of maintaining a minimum of 70% satisfaction rate in each population.		
Phase 1: Current Student Satisfaction			
Review current satisfaction survey	B & T FT Faculty	Survey is reviewed and shared with current FT faculty	November 2021
Finalize current student satisfaction survey	Larry Flatt/Tracey Lee	Faculty approve final survey	February 2022
Administer current student satisfaction survey	Larry Flatt/B & T Faculty	Survey is administered to all current B & T students in AAS programs	May 15, 2022
Analyze results within B & T and use results to make any changes within the identified program	Larry Flatt/B & T Faculty	results yield a minimum of 70% in overall current student satisfaction	End of Summer 2022
Phase 2: Graduate Satisfaction			
Review current satisfaction survey	B & T FT Faculty	Survey is reviewed and shared with current FT faculty	November 2021
Finalize alumni satisfaction survey	Larry Flatt/Tracey Lee	Faculty approve final survey	February 2022
Administer alumni satisfaction survey	Larry Flatt/B & T Faculty	Survey is administered to all alumni B & T students in AAS programs	May 15, 2022
Analyze results within B & T and use results to make any changes within the identified program	Larry Flatt/B & T Faculty	results yield a minimum of 70% in overall alumni satisfaction	End of Summer 2022
Phase 3: Employer Satisfaction			
		Survey is reviewed and shared with current FT	

Review current satisfaction survey	B & T FT Faculty	Survey is reviewed and shared with current B & T faculty	November 2021
Finalize employer satisfaction survey	Larry Flatt/Tracey Lee	Faculty approve final survey	February 2022
Administer employer satisfaction survey	Larry Flatt/B & T Faculty	Survey is administered to at least 20 employers of B & T students in AAS programs	May 15, 2022
Analyze results within B & T and use results to make any changes within the identified program	Larry Flatt/B & T Faculty	results yield a minimum of 70% in overall employer satisfaction	End of Summer 2022

Additional Notes

Executive Review By		Date:
ODL Review By	Meagan McManus	Date: 9/16/21
Last Updated By	Tracey Lee	Date: 9/15/21

Annual Plan for Improvement

Motlow State Community College

Project Title	Orientation for Dual Enrollment Students		
Unit/Department	Dual Enrollment	Strategic Plan	Open Access
Academic Year	2021-2022	Executive Sponsor	Charle Coffey
Team Members (*Indicate Team Lead)	Sally Pack (Team Lead), Debbie Jennings, Lisa Bunde, Edie Brasher	Executive Priority	Expand dual enrollment opportunities
Projected Completion	September 2022	Project Status	Not started
Project Purpose	To educate dual enrollment students on the basics and importance of taking college level courses while still in high school		
SMART Goal	Seventy percent of registered dual enrollment students will receive an orientation prior to the beginning of classes.		

Phase 1:

The Administrator of High School Initiatives will meet with the Director of Recruiting to ensure that high school students can be included in the FAST Team member's schedules.	Sally Pack, Erica Lee	The directors of both dual enrollment and recruiting will come up with a plan to address the orientation needs of both student populations.	November 2021
Budget for this task will need to be addressed.	Sally Pack, Hilda Tunstill	Should the FAST Team's budget not currently include allowances for more members, a budget will be presented and approved by administration to make this endeavor possible.	November 2021

Phase 2:

The Dual Enrollment team will meet to decide what topics the FAST Team need to be trained on.	Dual Enrollment Team	Our team will come up with a comprehensive list of topics our population of students need covered to be successful before the beginning of Fall 2021 classes.	February 2022
The Dual Enrollment Team will meet with each high school counselor to determine if the orientation will need to occur at the high school or on a Motlow campus.	Dual Enrollment Team	Each high school will engage in some sort of orientation before the beginning of classes, whether it's with the FAST Team or the Dual Enrollment team.	February 2022

Phase 3:

The Dual Enrollment Team will meet with the Recruiting Team to ensure that the FAST Team gets trained on all things dual enrollment.	Dual Enrollment and Recruiting Teams	Each member of the FAST Team will be well versed in the needs of both traditional and dual enrollment populations.	March 2022

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Additional Notes

Executive Review By	Charle Coffey	Date: 10/20/21
ODL Review By	Meagan McManus	Date: 10/12/21
Last Updated By	Sally Pack	Date: 10/6/21

Annual Plan for Improvement

Motlow State Community College

Project Title	Education Major Field Assessment		
Unit/Department	Education	Strategic Plan	Completion
Academic Year	2021-2022	Executive Sponsor	Chief Academic Officer
Team Members (*Indicate Team Lead)	Debra Simpson & Education Faculty	Executive Priority	Performance Accountability Measures
Projected Completion	ongoing	Project Status	On track
Project Purpose	Ensure assessment of program outcomes for education courses		
SMART Goal	MSSC Praxis scores will meet or exceed the mean score as compared to its peers during AY 2021-2022.		

Phase 1:

Track PRAXIS Scores of students in their sophomore year.	EDUC faculty	Maintain information about PRAXIS scores	annual
Collect information regarding PRAXIS scores from ODL	Educ. Chair	List of students and PRAXIS scores	annual

Phase 2:

Identify methods to improve student performance on PRAXIS exams	EDUC chair	Offer PRAXIS workshop and develop Student discussion session regarding PRAXIS assistance.	spring 2022

	Meagan McManus	
	Debbie Simpson	

Annual Plan for Improvement

Motlow State Community College

Project Title	2+2 Program for Education		
Unit/Department	Education	Strategic Plan	Open Access & Completion
Academic Year	2021-2022	Executive Sponsor	Chief Academic Officer
Team Members (*Indicate Team Lead)	Education faculty	Executive Priority	Performance Accountability Measures
Projected Completion	Summer 2022	Project Status	On track
Project Purpose	Enhance student opportunities to continue education through community partnerships		
SMART Goal	Re establish the 2 plus 2 program in Elementary Education with MTSU at the Smyrna MSCC site in order to enhance student's ability to complete the 4 year BS degree in Education by Summer 2022.		

Phase 1:

Meet with MTSU EDU faculty members to begin discussions regarding re establishing the 2 plus 2 program at the Smyrna site of MSCC.	EDUC chair	Meeting notes from fall 2021	met August 2021
Continue conversations with MTSU edu chair and faculty	EDUC chair	meeting notes	fall and spring 2021

Phase 2:

Survey current MSCC AST EDU sophomores regarding their interest in attending a 2 plus 2 program with MTSU at the Smyrna site	EDUC chair	Share survey results and number of students interested with MTSU EDUC chair.	Nov. 2021
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Phase 3:

complete curriculum map for 2 plus 2 program at Smyrna	EDUC chair	curriculum map	June 22
Advertise program to MSCC sophomores	EDUC chair		late spring/ early summer 22

Meetings, conversations with MTSU faculty indicate that they are interested in moving the program forward for fall 2022. Communication with MSCC students will be ongoing.

ODL Review By	Meagan McManus	Date: 9/21/21
Last Updated By	Debbie Simpson	Date: 9/14/21

Annual Plan for Improvement

Motlow State Community College

Project Title	Accreditation Update/Compliance		
Unit/Department	EMS	Strategic Plan	Completion
Academic Year	2021-2022	Executive Sponsor	Charle Coffey
Team Members (*Indicate Team Lead)	Houston Austin Lead and Micheal Peveto	Executive Priority	Performance Accountability Measures
Projected Completion	12/1/2022	Project Status	On track
Project Purpose	To bring the paramedic program into compliance with CoAEMSP/CAHEEP standards		
SMART Goal	Ensure that the paramedic program is ready for site vist from the CoAEMSP.		

Phase 1:

EMS Director attending required training by CoAEMSP	Houston Austin	Training is being offered in February 2022	February 2022
Review of all existing paperwork with in the department	Houston and Micheal	All forms will be updated as found needed.	May 2022
Review of pass classes and there files	Houston and Micheal	Ensuring all required paperwork its in each file	Aug 2022
Attend week long training in Kentucky presented by CoAEMSP	Houston and Micheal	Learning all that is needed with accreditation and how we can make it better	June 2022

Phase 2:

Re Building the Advisory Committee	Houston	Yearly meetings to be held in August of each year	8/2022
Development of new protocols and standards for the program	Houston and Micheal	With the medical director review all current protocols	12/2022

Phase 3:

Expanding the program to the Sparta Campus	Houston	Approval from CoAEMSP	6/2022
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Executive Review By		Date:
ODL Review By		Date: 3/14/22
Last Updated By	Houston Austin	Date: 3/8/22

Annual Plan for Improvement

Motlow State Community College

Project Title	Job Placement in the Medical Field		
Unit/Department	EMS	Strategic Plan	Completion
Academic Year	2021-2022	Executive Sponsor	Charle Coffey
Team Members (*Indicate Team Lead)	Houston Austin	Executive Priority	Performance Accountability Measures
Projected Completion	3/1/2022	Project Status	Not started
Project Purpose	To make sure that the students are finding the proper placements in the workforce.		
SMART Goal	Ensuring that 85 percent or more of our graduates are finding placement in there field.		

Phase 1:

Re-evaluate our process on communication with the EMS sites.	Houston Austin	Hoping to have a 85 percent reponse from services	December 2021
ID where the students are going ex. EMS, Hospitals or other medical paths.	Houston Austin	Hoping to have a 75 percent reponse from the surveys	12/01/2021

Phase 2:

Study data that we recieve from the phase 1 to implement better communications with our workforce.	Houston Austin	Id 3 strategies for better communications.	5/2022

Phase 3:

Deploy the new process that is developed from phase 1 and phase 2	Houston Austin	Have new material and ways of collecting data ready to deploy	Summer 2022

ODL Review By	Meagan McManus	Date: 11/5/21
Last Updated By	Houston Austin	Date: 10/6/21

Annual Plan for Improvement

Motlow State Community College

Project Title	Paramedic Stakeholder Satisfaction		
Unit/Department	EMS	Strategic Plan	Completion
Academic Year	2021-2022	Executive Sponsor	Charley Coffey
Team Members (*Indicate Team Lead)	Houston Austin	Executive Priority	Performance Accountability Measures
Projected Completion	5/1/22	Project Status	On track
Project Purpose	To be sure we are providing the classes and proper training for the individual and also the employer.		
SMART Goal	Trying for a 50 percent reponse on the evaluation process.		

Phase 1: Current Student Satisfaction

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Re-evaluate our evaluation process	Houston Austin	Achieve a better platform for evaluations	February 2022
Address issues that the students may bring to us.	Houston Austin	New ideas to change how we go about the process.	2/2/2022

Phase 2: Graduate Satisfaction

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Re-evaluate our process for the student after they leave the program	Houston Austin	Hoping to get a reponse of 50 percent from past graduates.	5/2022

Phase 3: Employer Satisfaction

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Re-evaluate our process for following up with employers.	Houston Austin	Hoping to get a reponse of 50 percent from the employers	5/2022

Additional Notes

This is an area that has not been where it needs to for sometime. With the Fall 2021 semester starting this will be a major change.

Executive Review By		Date:
ODL Review By	Meagan McManus	Date: 11/5/21
Last Updated By	Houston Austin	Date: 10/7/21

Annual Plan for Improvement

Motlow State Community College

Project Title	Increase pass rates on the AEMT test		
Unit/Department	EMS	Strategic Plan	Open Access & Completion
Academic Year	2021-2022	Executive Sponsor	Chief Academic Officer
Team Members (*Indicate Team Lead)	Houston Austin	Executive Priority	Performance Accountability Measures
Projected Completion	5/30/2022	Project Status	On track
Project Purpose	State of TN requires that EMS programs must be within 10 percent of the national average 1st time pass rates. Currently we sit at 44% the national average is 61% we should be at 55%.		
SMART Goal	55% of students who take the national exam will pass on the 1st attempt.		

Phase 1:

Update testing software	Houston Austin	100 % of testing software will be updated by 8/2021	August 2021
Update test prep software	Houston Austin	A complete change over to new prep software will be done by the end of August 2021	8/23/2021
Change of instructors	Houston Austin	Change of instructors that are delivering the materials was started in August 2021	8/23/2021

Phase 2:

Speak with other TBR programs	Houston Austin	Speak with 3 others EMS directors on there program status	12/1/2021
Speak with the NREMT	Houston Austin	Speak with NREMT about the national average	12/1/2021

We will receive a warning from the State EMS board after the September meeting. We are already making changes and doing things different than the prior administration of the EMS department.

Charle Coffey

Meagan McManus

Houston Austin

Annual Plan for Improvement

Motlow State Community College

Project Title	Reduce costs to textbooks/course materials		
Unit/Department	Business & Technology	Strategic Plan	Open Access & Completion
Academic Year	2021-2022	Executive Sponsor	Chief Academic Officer
Team Members (*Indicate Team Lead)	Larry Flatt, Tracey Lee, FT Faculty of B & T	Executive Priority	Performance Accountability Measures
Projected Completion	Summer 2022	Project Status	
Project Purpose	Review/Revise OER Material for core courses in the Entrepreneurship Program. If possible, create OER Course Options for any remaining Entrepreneurship core courses to further reduce the costs of textbooks in this program.		
SMART Goal	Perform an audit on the current Entrepreneurship Program, to include the nine core courses in the online/OER 15 week format. Revise/Update Master shells. Determine if any undeveloped OER courses remain and create by the end of 21-22 school year.		

Phase 1:

Audit nine core courses in Ent. Program	B & T FT Faculty	Courses to be audited are identified and assigned to a faculty reviewer	End of Fall 21 Semester
Department Vote on any remaining OER creations needed to be completed by Summer 2022	B & T FT Faculty	Faculty votes in Oct or Nov department meeting	End of November 2021
Submit Department Notes to AA (if any course creations are needed)	Larry Flatt/Tracey Lee	Department meeting notes submitted to AA with vote count	End of November 2021
Identify Faculty who will complete revisions/and course creations	Larry Flatt/Tracey Lee	Faculty begin/submit revisions/course creations identified	End of Spring 22 semester

Phase 2:

Core Courses include: BUSN 1310, BUSN 1320, BUSN 1330, BUSN 1340, BUSN 1350, BUSN 2370, LGM 180, ACCT 2382, ADMN 2390

Charle Coffey

Meagan McManus

Tracey Lee

Annual Plan for Improvement

Motlow State Community College

Project Title	AFA - Theatre		
Unit/Department	Humanities	Strategic Plan	Open Access & Completion
Academic Year	2021-2022	Executive Sponsor	Chief Academic Officer
Team Members (*Indicate Team Lead)	Emily Seal	Executive Priority	New Program Development
Projected Completion	August 2022	Project Status	On track
Project Purpose	To offer curriculum in Theatre as competitive as other community colleges in Tennessee		
SMART Goal	To create or redesign 3 Theatre classes in the academic year of 21/22		

Phase 1:

Pass Acting II class through Academic Affairs Committee	Emily Seal	If it successfully passes through Humanities Faculty and the Academic Affairs Committee	February 2022
Switch to a practicum system for performance participation	Emily Seal and Kenton Jones	If it successfully passes through Humanities Faculty and the Academic Affairs Committee	August 2022
Redesign EOFF 126 from a regular classroom into a wood shop to build theatrical scenery	Emily Seal and Kenton Jones	If Motlow facilities approve it as a safe and workable wood shop, ready for students to take the Stagecraft 1 class	August 2022

Phase 2:

	Emily Seal	

Annual Plan for Improvement

Motlow State Community College

Project Title	English 1020 Revisions to Support Pell Eligible Students		
Unit/Department	Languages	Strategic Plan	Open Access & Completion
Academic Year	2021-2022	Executive Sponsor	AVPAA
Team Members (*Indicate Team Lead)	Tom Cruz	Executive Priority	Develop Strategies to Close Achievement Gaps
Projected Completion		Project Status	
Project Purpose	Through the use of rolling and flexible due dates we hope to see an increase the success rate of Pell Eligible students in regards to both completion of the course assignments and a stronger ABC rate. The numbers will be compared to previous semesters, and students will be given a survey to determine how they view the approach of the API.		
SMART Goal	Improve completion and success rates for Pell Eligible students in English 1020 by 7%		
Phase 1: Curriculum Revision			
Restructure schedule of English 1020 class to allow for rolling due dates for students to be implemented in Spring 2022	Tom Cruz	New schedule developed	Fall 2021
Redesign major assignment sheets and class activities to reflect new assignment due dates	Tom Cruz	Assignment sheets completed	Fall 2021
Coordinate with Student Success and Completion Coaches to encourage Pell Eligible Students to enroll in this specific section	Tom Cruz	Action plan developed in coordination with Student Success	Fall 2021
Phase 2: Course Pilot			
Pilot 1020 section with revised schedule	Tom Cruz	At least 1 section of 1020 completed using revised schedule	December 2021
Document student completion dates and times for review	Tom Cruz	Data on 100% of students enrolled in pilot section will be collected	December 2021
Analyze completion data		Completed Analysis Report	January 2022
Phase 3: 1020 Pilot Expansion			
Adjust piloted course curriculum based on data analysis		Course schedule/curriculum revisions	January 2022
		At least 2 additional sections will implement revised	

Pilot revised schedule in additional sections		At least 2 additional sections will implement revised curriculum/schedule	Spring 2022
Review completion data from all piloted sections		Completed Analysis Report	Summer 2022

Additional Notes

Executive Review By		Date:
ODL Review By	Meagan McManus	Date: 9/10/21
Last Updated By	Tom Cruz	Date: 8/27/21

Annual Plan for Improvement

Motlow State Community College

Project Title	MyLab LS Engagement Video		
Unit/Department	Mathematics	Strategic Plan	Completion
Academic Year	2021-2022	Executive Sponsor	Chief Academic Officer
Team Members (*Indicate Team Lead)	*Brian Mitchell and Veronica Mitchell	Executive Priority	Strategies to increase LS Math student success
Projected Completion	Academic Year 2021-2022	Project Status	On track
Project Purpose	To increase Week-one student engagement in MATH 0101		
SMART Goal	Eighty-five percent of MATH 0101 students will engage in their LS Math course during Week-one as evidenced by requisite creation of their MyLab account.		

Phase 1:

Gathering baseline data from Fall 2021 online LS MATH 0101 courses.	Brian and Veronica Mitchell	Run Banner report for Fall 2021.	September 2021
Securing necessary resources for video creation.	Brian and Veronica Mitchell	Resources secured. Course created	November 2021
Create trial MyLab course for student enrollment.	Brian and Veronica Mitchell	MyLab course created	December 2021

Phase 2:

Create video.		Video Created	December 2021
Work with Dean of Digital Learning regarding accessibility	Brian and Veronica Mitchell	Accessibility standards met	December 2021
Test video.	Brian and Veronica Mitchell	Provide video to students and colleagues who are novice MyLab users in an effort to create MyLab accounts and successfully enroll in the trial course.	December 2021

Phase 3:

Posting created video in D2L for all sections on MATH 1010.		Video posted	January 2022
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Notifying faculty that the video is present in their sections.	Brian and Veronica Mitchell	Emails composed and sent.	January 2022
Disseminating an email to all students enrolled in MATH 1010 with information regarding the video.	Brian and Veronica Mitchell	Emails composed and sent.	January 2022
Review of data	Brian and Veronica Mitchell	data analysis report	Summer 2022

Additional Notes

Executive Review By	Charle Coffey	Date: 10/15/21
ODL Review By	Meagan McManus	Date: 9/30/21
Last Updated By	Veronica Mitchell	Date: 9/30/21

Annual Plan for Improvement

Motlow State Community College

Project Title	Learning Support Reading - Integrative Learning		
Unit/Department	Languages: Learning Support Reading	Strategic Plan	Completion
Academic Year	2021-2022	Executive Sponsor	AVPAA
Team Members (*Indicate Team Lead)	*Andrea Green and Karla Diggs	Executive Priority	Develop strategies to close achievement gaps
Projected Completion	April 2022	Project Status	On track
Project Purpose	Improve student retention, engagement, and course completion in Learning Support Reading by embedding TBR High Impact Practice of Integrative Learning activities (written and multimodal) throughout current curriculum.		
SMART Goal	Integrative learning activities will be intergrated into the course curriculum to ensure that at least 62% of students in the piloted READ 0810 sections earn a grade of C or higher in the course.		
Phase 1: Planning			
Review current modules to determine where Integrative Learning activities need to be included	Karla	Feedback from Learning Support Coordinator and Reading Faculty	August 2021
Determine which activities need to be included	Karla	List of integrative learning activities created	September 2021
Revise syllabus to detail Integrative Learning inclusion	Andrea and Karla	Updated syllabus	October 2021
Review revised materials	Andrea and Karla	Feedback from Languages Department during mid-semester meeting	October 2021
Phase 2: Curriculum Revision			
Create guided prompts, updated syllabus, and resources for instructors and students that align with updated syllabus	Karla	List of prompts, resources, and updated syllabus created and finalized	November 2021
Ensure implementation of new assignments in Learning Support Reading pilot sections	Andrea	100% of pilot sections integrated activities	November 2021
Phase 3: Pilot			
Pilot new activities in select sections of READ 0810	Karla	Improved student success rates in pilot sections	Spring 2022
Analysis of student success data in pilot sections	Andrea and Karla	Completed report on success rates	Summer 2022

Additional Notes

Executive Review By		Date:
ODL Review By	Meagan McManus	Date: 8/25/2021
Last Updated By	Andrea Green	Date: 8/25/2021

Annual Plan for Improvement

Motlow State Community College

Project Title	Study Room bookings		
Unit/Department	Library	Strategic Plan	Completion
Academic Year	2021-2022	Executive Sponsor	Charle Coffey
Team Members (*Indicate Team Lead)	Sharon Edwards*, Hayley Austin, William Quinn, Elizabeth Lamb, Max Lichtman, Austin Neyman, Lexi Vance, Andro Ayoub	Executive Priority	Strategies to Close Achievement Gaps
Projected Completion	May, 2022	Project Status	On track
Project Purpose	To create, test, and solidify a process by which students can book a study room in Smyrna for their Zooming, studying, or group study needs that also provides study room usage data to the library.		
SMART Goal	Motlow Library staff will work with IT to create a user-friendly interface for students to book study rooms and increase the number of rooms used by 10% in the Smyrna Campus Library.		

Phase 1: Booking Platform Decision

Staff will assess the following platforms for room booking methods: EBSCO Stacks, Microsoft Bookings, Koha Circulation Holds, and Google Forms	Sharon Edwards, Elizabeth Lamb, William Quinn	Staff will determine a room booking process that is (1) intuitive and user friendly for student use and (2) provides data for the library	August 2021

Phase 2: Student Implementation and Testing of Room Booking Process

The Room Booking process will be made available to the students for use through a hyperlinked image on the library's website.	Sharon Edwards	Image will be added and linked	August 2021
Room booking process will be tested by students and the Smyrna Library staff to determine effectiveness and a pleasant user experience	Hayley Austin, Austin Neyman, Lexi Vance, Andro Ayoub, Max Lichtman	Pros and Cons of the room booking process will be provided to Sharon Edwards, Hayley Austin, and William Quinn for adjustment determinations	September 2021
Process and/or Platform Adjustment	Sharon Edwards, William Quinn	Depending on the feedback from the Smyrna Library staff as they implement the room booking process, adjustments to the process or the entire platform may be made.	September 2021

Phase 3: Final Implementation

Communication to Students of final room booking process through the library's website and one-to-one as students and staff interact in the library	Sharon Edwards, Hayley Austin, Max Lichtman, Austin Neyman, Lexi Vance, Andro Ayoub	Students will become aware of the new procedure for booking rooms and will utilize it accordingly	September-October 2021
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Data Gathering	Sharon Edwards	Data from the booking process will be gathered to determine if this process is indeed the one Motlow Libraries wishes to use	November-December, 2021

Additional Notes

Executive Review By		Date:
ODL Review By	Meagan McManus	Date: 9/10/21
Last Updated By	Sharon Edwards	Date: 9/8/21

Annual Plan for Improvement

Motlow State Community College

Project Title	Developing new YouTube tutorial channel for off-hours self-tutoring.		
Unit/Department	Mathematics Lab in conjunction with the Math department	Strategic Plan	Completion
Academic Year	2021-2022	Executive Sponsor	Charle Coffey
Team Members (*Indicate Team Lead)	Andrew Sweeney* Tutors who are wanting to participate in the recordings	Executive Priority	
Projected Completion	Phases 1 and 2 will be complete by	Project Status	On track
Project Purpose	To develop a library of videos of major and challenging topics in mathematics and statistics in addition to the current structure of the Math lab. The goal is not to eliminate person to person tutoring but to add an additional resource.		
SMART Goal	The goal of this project is to create a collection of tutorial videos from 2 classes by the end of Fall 2021 and 2 different classes by the end of Spring 2022.		

Phase 1: FALL 2021

Identify important and major topics within Trigonometry and Statistics offered at Motlow	Andrew Sweeney	A list of topics being generated	September 2021
Record and document lecture videos as semester progresses	Andrew Sweeney	An increase in the number of videos ready to be uploaded to the YouTube channel	December 2021
Create Motlow Math Lab YouTube Channel where tutorial videos are uploaded and made available to students	Andrew Sweeney	We have the videos to upload and make available to the student body indicating that we have followed through on the project	December 2021
Communicate to the student body of the new channel and introduce the plan to create an extensive library of videos as the long-term goal	Andrew Sweney	Successful creation of the new YouTube channel for students to begin viweing.	January 2022

Phase 2: SPRING 2022

Identify two new courses to be added to the library	Andrew Sweeney	The courses identified and topics selected	January 2022
Start recording new tutorial videos over the two courses selescted from task 1 phase 2	Andrew Sweeney	Recordings are completed regularly throughout the semester	May 2022
Throughout the semester, after the launching of the channel, after recording new videos immediately upload videos to new channel which expands the number of measureable resources to the channel.	Andrew Sweeney	An increase in volume of the library of tutorial math videos available to students.	May 2022
Communicate to students that resources and videos are now available for four courses offered nby Motlow and announcr the plan to continue the project for the next academic year	Andrew Sweeney	End the semester with content across four different classes on the YouTube channel.	May 2022

Executive Review By		Date:
ODL Review By	Meagan McManus	Date: 9/16/21
Last Updated By	Andrew Sweeney	Date: 9/14/21

Annual Plan for Improvement

Motlow State Community College

Project Title	Course Pre/Post Assessments		
Unit/Department	Mathematics	Strategic Plan	Completion
Academic Year	2021-2022	Executive Sponsor	Chief Academic Officer
Team Members (*Indicate Team Lead)	math faculty, Lead - Rachel Perri	Executive Priority	Targeted Accountability Measures
Projected Completion	December 2021	Project Status	Not started
Project Purpose	To provide faculty with results on student assessments and success		
SMART Goal	In Spring 2022, 60% of students in MATH will demonstrate proficiency of each course learning outcome.		
Phase 1:			
Acknowledge what courses will be assessed in the upcoming semester	Math faculty	Know which assessments need to be taken/analyzed each semester	September 31, 2021
Compile a team to revamp the current assessments	Math faculty	Number of faculty to volunteer for each assessment	October 2021
Vote from department on changes	Math faculty	Get a complete vote by all math department faculty	November 2021
Phase 2:			
Convert assessments to electronic format	Math faculty	Each group will convert their revamped assessment into an electronic format to be inputted into D2L	December 2021
Phase 3:			
Get assessments into the D2L platform	Math faculty	Assessments have made it to D2L prior to school starting in Spring	January 10, 2021
Review assessment results to determine areas of need for improvement	Math faculty	Gen. Ed. assessment results and identified areas for improvement	Summer 2022

Executive Review By		Date:
ODL Review By		Date: 9/16/21
Last Updated By	Rachel Perri	Date: 9/14/21

Annual Plan for Improvement

Motlow State Community College

Project Title	Job Placement and career advancement of Mechatronics/Robotics graduates.		
Unit/Department	Career Readiness/Mechatronics	Strategic Plan	Completion & Workforce Development
Academic Year	2021-2022	Executive Sponsor	EVP-AA
Team Members (*Indicate Team Lead)	*Paul Sand; all Mechatronics dept. members	Executive Priority	Performance Accountability Measures
Projected Completion	July 2022	Project Status	On track
Project Purpose	Ensure department satisfies ATMAE's requirements (state requirement section) to track graduate career progression, advancement and promotions		
SMART Goal	Survey and receive responses from 35% of graduates from the last 3 years.		

Phase 1:

Work with ODL to create an online survey form for graduates.	Tiffany Philips, Paul Sand, Rick Rogers	Form created and can be completed in approximately 10 minutes or less.	March 2022
Review current questions and revise if needed.	Melissa Paz, Eric Reynolds, Mike Oliver	Completed by deadline	Jan 30, 2022

Phase 2:

Send/email form link to program graduated from 2019 to 2021.	Omar, Rick, Paul	Confirm receipt of 75% of the sent emails either by read receipt or follow up phone call.	May 30, 2022
Recieve completed responses from 35% of the graduates.	Admin Asst., Paul, Dean		July 15, 2022

Phase 3:

Analyze data and responses	ODL (Meagan McManus and Tiffany Phillips)	Graphs and reports created.	1 August, 2022
Develop queries to analyze responses	ODL		May 2022

Executive Review By		Date:
ODL Review By		Date:
Last Updated By	Paul Sand	Date: 9/24/2021

Annual Plan for Improvement

Motlow State Community College

Project Title	Job Placement		
Unit/Department	Career & Technical Programs/Mechatronics	Strategic Plan	Completion
Academic Year	2021-2022	Executive Sponsor	EVP-AA
Team Members (*Indicate Team Lead)	Mechatronics Chair and faculty ODL	Executive Priority	Performance Accountability Measures
Projected Completion	June 30, 2022	Project Status	On track
Project Purpose	Track job placement rates of graduating students.		
SMART Goal	94% of MECH C1 and AAS graduates are employed in their field within a year of graduation or met an approved exemption (such as continuing their education).		

Phase 1:

Automate survey collection	ODL	Revised surveys in Alchemer	October 2021
Data gathered through surveys received students.	Mechatronics Chair & ODL	Received completed surveys from 50% of graduates from the previous 2 years and 90% of current gradauates	May 2022

	Charle Coffey	
	Paul Sand	

Annual Plan for Improvement		Motlow State Community College	
Project Title	Mechatronics Stakeholders' Satisfaction Survey		
Unit/Department	Career & Technical Programs/Mechatronics	Strategic Plan	CARE-03, 04, 05
Academic Year	2021-2022	Executive Sponsor	Chief Academic Officer
Team Members (*Indicate Team Lead)	Mechatronics Dept ATMAE Team Lead	Executive Priority	Performance Accountability Measures
Projected Completion	June 30, 2022	Project Status	On track
Project Purpose	Per ATMAE's accreditation of Motlow's Mechatronics AAS degree program and our SACSCOC accreditation, students qualifying to graduate, alumni of the Mechatronics program, and employers of Mechatronics graduates will be surveyed annually to collect data relevant to the quality of instruction received as a student, job placement and promotion, and performance at their place of employment		
SMART Goal	Receive 75% of surveys from students before graduation Receive 50% of surveys from alumni Receive 40% of surveys from employers or demonstrate a positive effort to collect the survey information		
Phase 1: Current Student Satisfaction			
Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Develop survey to administer to graduating students and work with ODL to convert to a on-line format	Mechatronics Dept ATMAE Team Lead	Survey developed in electronic format and automatic populates a database for analysis	Feb 1, 2022
Administer survey during last two weeks of spring semester	Mechatronics Dept	Not less than 75% of surveys are completed from graduating students	May 15, 2022
Compile survey results	ODL	Data compiled and reviewed with Dean and Mechatronics ATMAE team lead	June 10, 2022
Review survey results with the Mechatronics department	Dean and Mechatronics ATMAE team lead	Documented minutes of review meeting	July 15 2022
Develop countermeasures for improvement from results of survey	Dean and Mechatronics ATMAE team lead	Documented steps for any necessary changes to fall semester 2022 Mechatronics courses and/or labs	August 1 2022
Phase 2: Graduate Satisfaction			
Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Develop survey to administer to Mechatronics alumni and work with ODL to convert to a on-line format	Mechatronics Dept ATMAE Team Lead	Survey developed in electronic format and automatic populates a database for analysis	December 17, 2021
Administer survey to graduates from at least last 2 academic years	Mechatronics Dept ATMAE Team Lead assisted by ODL	Not less than 50% of surveys requested are completed by alumni	March 1, 2022
Compile survey results	ODL	Data compiled and reviewed with Dean and Mechatronics ATMAE team lead	March 25, 2022

Review of survey results with the Mechatronics team	Dean and Mechatronics ATMAE team lead	Documented minutes of review meeting	April 8, 2022
Develop countermeasures for improvement from results of survey	Dean and Mechatronics ATMAE team lead	Documented steps for any necessary changes to fall semester 2022 Mechatronics courses and/or labs, or to process for administering the survey	May 13 2022

Phase 3: Employer Satisfaction

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Develop survey to administer to Mechatronics alumni employers and work with ODL to convert to a on-line format	Mechatronics Dept ATMAE Team Lead	Survey developed in electronic format and automatic populates a database for analysis	December 17, 2021
Create a database of industries that have hired our graduates	Mechatronics Dept ATMAE Team Lead and administrative assistant to the Dean	Current database reviewed and updated for graduates for last two academic years	January 28, 2022
Administer survey to employers of graduates from at least last 2 academic years	Mechatronics Dept ATMAE Team Lead assisted by ODL	Not less than 40% of surveys requested are completed by employers	March 1, 2022
Compile survey results	ODL	Data compiled and reviewed with Dean and Mechatronics ATMAE team lead	March 25, 2022
Review of survey results with the Mechatronics team	Dean and Mechatronics ATMAE team lead	Documented minutes of review meeting	April 8, 2022
Develop countermeasures for improvement from results of survey	Dean and Mechatronics ATMAE team lead	Documented steps for any necessary changes to fall semester 2022 Mechatronics courses and/or labs, or to process for administering the survey	May 13 2022

Additional Notes

Executive Review By		Date:
ODL Review By	Meagan McManus	Date: 12/3/21
Last Updated By	Larry Flatt	Date: 11/29/21

Annual Plan for Improvement

Motlow State Community College

Project Title	Siemens Level II Pass Rate		
Unit/Department	Career & Technical Programs/Mechatronics	Strategic Plan	CARE-02
Academic Year	2021-2022	Executive Sponsor	EVP-AA
Team Members (*Indicate Team Lead)	Mech Dept, Dean, Team Lead: Curriculum Chair	Executive Priority	Performance Accountability Measures
Projected Completion	July 30 2022	Project Status	On track
Project Purpose	Comprehensive Siemens Level 2 exam for AAS graduating students to evaluate effectiveness of AAS Mechatronics Program		
SMART Goal	All students graduating with an AAS degree in Mechatronics Technology will meet or exceed the United States' mean score on the Siemens Mechatronic System Certification Program Level 2 Exam.		
Phase 1:			
Administer the exam at the end of each spring semester	Eric Reynolds	Over 90% of AAS Students take the Siemens Level 2 Exam	May 2022
Phase 2:			
With the team analyze the results and compare the effectiveness of the program to peers on a national level	Eric Reynolds, Paul Sand	Meet or exceed national average.	30 July 2022
	Charle Coffey		
	Paul Sand		

Annual Plan for Improvement

Motlow State Community College

Project Title	Evaluate root cause of MLT Program attrition rates		
Unit/Department	Medical Laboratory Technology	Strategic Plan	Completion
Academic Year	2021-2022	Executive Sponsor	Chief Academic Officer
Team Members (*Indicate Team Lead)	Kim-Sue Tudor (team lead); Robin Ward	Executive Priority	Performance Accountability Measures
Projected Completion	August 31, 2022	Project Status	Not started
Project Purpose	Identify potential causes of the MLT Program's relatively high attrition rate		
SMART Goal	70% of 2021/2022 program graduates will pass the national certification exam		

Phase 1: Determine exam average

Determine the exam average for the first MLT fall course for 2018-2021 MLT cohorts	MLT Program Director	Completed analyses for each cohort	January 2022

Phase 2: Determine first-time competency pass rate

Determine the first-time pass rate for skill-based competency assessment for 2018-2020 MLT cohorts	MLT Program Director	Completed analyses for each cohort	1/18/2022

Phase 3: Correlation Analysis

Evaluate phase 1 and phase 2 data for relationships to program attrition rates 2018-2021 MLT cohorts	MLT Program Director	Completed correlation analysis	3/11/2022
Summarize and interpret correlation analysis to identify ways to improve the curriculum	MLT Program faculty	Input from the program advisory committee, action plans for curriculum improvement from the faculty	May 2022

Executive Review By		Date:
ODL Review By		Date: 10/6/21
Last Updated By	Kim-Sue Tudor	Date: 9/29/21

Annual Plan for Improvement

Motlow State Community College

Project Title	Job Placement of MLT Graduates		
Unit/Department	Medical Laboratory Technology	Strategic Plan	Completion
Academic Year	2021-2022	Executive Sponsor	Chief Academic Officer
Team Members (*Indicate Team Lead)	Kim-Sue Tudor (team lead); Robin Ward	Executive Priority	Performance Accountability Measures
Projected Completion	August 31, 2022	Project Status	On track
Project Purpose	Continuous quality improvement for the MLT Program by evaluating graduate job placement rate		
SMART Goal	Obtain an 85% job placement or continuation of education for MLT graduates each year		

Phase 1: Distribution

Distribute job placement survey to program graduates	MLT Program Director	Collection of respondent survey data	December 2021

Phase 2: Analysis

Review and summarize survey data	MLT Program faculty	Completion of the job placement survey summary	1/18/2022
Develop a plan to improve base on the survey results		Completed action plan for improvement	5/6/2022

	Meagan McManus	
	Kim-Sue Tudor	

Annual Plan for Improvement

Motlow State Community College

Project Title	Maintaining NAACLS Accreditation		
Unit/Department	Medical Laboratory Technology	Strategic Plan	Open Access & Completion
Academic Year	2021-2022	Executive Sponsor	Chief Academic Officer
Team Members (*Indicate Team Lead)	Kim-Sue Tudor (team lead); Robin Ward	Executive Priority	Performance Accountability Measures
Projected Completion	November 2021	Project Status	Not started
Project Purpose	Compliance with NAACLS Standard VI. Administrative: Maintaining Accreditation/Approval		
SMART Goal	Maintain NAACLS accreditation for the Medical Laboratory Technology Program		

Phase 1: Submit NAACLS Annual Survey

Compile survey data for the NAACLS report and draft report	MLT Program Director	completed draft of report	Fall 2021
Consult with other MLT faculty regarding survey data	MLT Director and Faculty	Fully developed plan including feedback from program faculty	Fall 2021
Complete and submit NAACLS Annual Survey-Review	MLT Director	Email confirmation from NAACLS following submission of the outcomes report; PDF file of submitted responses	November 2021

Charle Coffey

Meagan McManus

Kim-Sue Tudor

Annual Plan for Improvement

Motlow State Community College

Project Title	Graduate & Employer Satisfaction		
Unit/Department	Medical Laboratory Technology	Strategic Plan	Completion
Academic Year	2021-2022	Executive Sponsor	Chief Academic Officer
Team Members (*Indicate Team Lead)	Kim-Sue Tudor (team lead); Robin Ward	Executive Priority	Performance Accountability Measures
Projected Completion	August 2022	Project Status	On track
Project Purpose	Access student satisfaction with program resources; access employer satisfaction with graduate workforce preparedness; assess job placement within one year of graduation		
SMART Goal	1. Obtain a rating of "good" from 75% of MLT Graduates of 75% regarding overall program resources. 2. 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. 3. Obtain a rating of "very prepared for the position" from 80% of employer satisfaction survey respondents.		
Phase 1: Student Satisfaction			
Implement the use of new student recourses for hematology, microbiology and immunohematology/blood bank	MLT Program faculty	Creation of laborotray exercises utilizing new instrumentation. Training of students in the use of new instrumentation	February 2022
Create a student evaluation of program resources	MLT Program Director	Useable Program Resources Evaluation Form	3/28/2022
Distribute the evaluation of program resources to MLT students	MLT Program faculty	Completed evaluation forms	6/27/2022
Phase 2: Employer Satisfaction			
Distribute employer satisfaction survey	MLT Program Director & ODL	Receipt of survey responses	January 18, 2022
Review survey results	MLT Program Director & ODL	Creation of survey results summary	3/28/2022
Phase 3: Graduate Satisfaction			
Distribute graduate satisfaction survey	MLT Program faculty	Receipt of survey responses	8/1/2022
Review survey results	MLT Program faculty & ODL	Creation of survery results summary	August 2022

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Additional Notes

Executive Review By	Charle Coffey	Date: 9/30/21
ODL Review By	Meagan McManus	Date: 9/30/21
Last Updated By	Kim-Sue Tudor	Date: 9/24/21

Annual Plan for Improvement

Motlow State Community College

Project Title	Strategies to improve student success in online BIOL 1110		
Unit/Department	Natural Science	Strategic Plan	Open Access & Completion
Academic Year	2021-2022	Executive Sponsor	Dr. Greg Sedrick
Team Members (*Indicate Team Lead)	*Stacy Dowd Elizabeth Fitch Mary Matthews	Executive Priority	Use of technology to facilitate effective academic delivery models
Projected Completion	Spring 2022	Project Status	
Project Purpose	To redesign the BIOL 1110 online course to increase pass rates.		
SMART Goal	Increase the number of students in online BIOL 1110 courses earning grade of C or higher to more than 65%. Aim is to redesign the course and include new assignments to provide more opportunities to show mastery of concepts.		

Phase 1: Planning

Brainstorm and research new assignments and activities along with course design revisions aimed at increasing success	all members	collection of ideas to choose from that will help increase student success	September 2021
Select new assignments and activities and plan course redesign to provide students with more opportunities to demonstrate mastery	all members	course redesign is agreed on, activities have been selected with opportunity to show mastery in multiple ways	October 2021

Phase 2: Developing

Finalize creation of new activities including grading criteria and overall weight of activities in the course	all members	final versions of all new assignments and activities and course redesigns	December 2021
Add new activities and assignments to course shell and complete any course redesigns that have been agreed upon	Elizabeth Fitch	all course updates and new assessments have been added to D2L master shell for BIOL 1110 online	January 2022

Phase 3: Pilot Implementation

Pilot new additions in spring courses	assigned spring faculty	course pass rates increase when compared to fall 2021 pass rates	May 2022

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Additional Notes

The current BIOI 1110 online course contains 4-5 formative exams with little opportunity for students to show mastery of concepts in other ways. The goal of this API is to add additional activities and assignments, other than exams, that will contribute to the overall grade in the course. The weight of the formative exams may also be reduced.

Executive Review By		Date:
ODL Review By	Meagan McManus	Date: 9/10/21
Last Updated By	Stacy Dowd	Date: 8/15/21

Annual Plan for Improvement



Project Title	ACEN reaccreditation		
Unit/Department	Nursing	Strategic Plan	3.1.5
Academic Year	(AY 2021-2022)	Executive Sponsor	Chief Academic Officer
Team Members (*Indicate Team Lead)	*Teresa Boyer and Stacey Harlan	Executive Priority	Program Development
Projected Completion	Spring 2023	Project Status	On track
Project Purpose	ACEN reaccreditation		
SMART Goal	The department will obtain unconditional reaccreditation of the nursing program from ACEN.		

Phase 1: Preparation

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
All nursing faculty will have attended a virtual ACEN conference in preparation for data gathering and self study composition	Nursing Faculty	100% of full time faculty will have successfully completed a virtual conference regarding ACEN accreditation	December 2021
Data gathering to support the achievement of the standards outlined in the ACEN accreditation policy	Nursing Faculty	All data located and organized	January 2022

Phase 2: Writing of the self-study

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Self study written and submitted with requested supporting documentation to ACEN	Nursing Faculty	Self study will be complete and submitted to ACEN	December 2022

Phase 3: Site visit

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Collecting Evidence to be placed in evidence room	Nursing Faculty	Evidence Room ready for visit	Jan - March 2023
Administration, Faculty and Staff prepared for visit	Nursing Faculty	College ready for visit	Jan-March 2023
Site Visit	Nursing Faculty	ACEN will complete a site visit with no findings	Spring 2023

Additional Notes

Executive Review By		Date:	
ODL Review By	Meagan McManus	Date: 9/10/21	
Last Updated By	Amy Holder	Date: 9/1/21	

Annual Plan for Improvement

Motlow State Community College

Project Title	Program completion		
Unit/Department	Nursing	Strategic Plan	Completion
Academic Year	2021-2022	Executive Sponsor	Amy Holder
Team Members (*Indicate Team Lead)	Nursing Faculty	Executive Priority	Performance Accountability Measures
Projected Completion	Ongoing	Project Status	On track
Project Purpose	To track completion of the nursing program in 100% of the time allowed		
SMART Goal	80% of students will complete the program within 100% of the time allowed		

Phase 1:

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Track overall student completion	Faculty	45% of students will complete the program within 100% of time allowed	May 2022

Phase 2:

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Track student completion by cohort (LPN/Generic)	Faculty	45% of students in the LPN Bridge/Generic program will complete the program within 100% of time allowed	May 2022

Phase 3:

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Track student completion by campus (Moore/McMinnville/Smyrna)	Faculty	45% of students enrolled on (campus) will complete the program within 100% of time allowed	May 2022
Track student completion by campus and cohort	Faculty	45% of students enrolled in (cohort)on (campus) will complete the program within 100% of time allowed	May 2022

Additional Notes

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Executive Review By	Charle Coffey	Date: 10/15/21
ODL Review By	Meagan McManus	Date: 10/12/21
Last Updated By	Amy Holder	Date: 9/22/21

Annual Plan for Improvement

Motlow State Community College

Project Title	Nursing Job Placement		
Unit/Department	Nursing	Strategic Plan	Completion & Workforce Development
Academic Year	2021-2022	Executive Sponsor	Chief Academic Officer
Team Members (*Indicate Team Lead)	Nursing Faculty	Executive Priority	Performance Accountability Measures
Projected Completion	ongoing	Project Status	On track
Project Purpose	To track the number of graduates obtaining jobs in nursing.		
SMART Goal	85% of newly licensed graduates will be placed into an RN position within six months of graduation.		

Phase 1:

Successfully graduate nursing students	Faculty		May 2022

Phase 2:

Graduates successfully completing licensure examination	Faculty	85% of nursing graduates will successfully complete the licensure examination	November 2022

Phase 3:

Successfully licensed graduates will be placed in an RN position within six months of graduation	Faculty	85% of successfully licensed graduates will be employed as an RN within six months of graduation	November 2022

Last Updated By

Amy Holder

Date: 9/27/21

Annual Plan for Improvement

Motlow State Community College

Project Title	Nursing licensure rates		
Unit/Department	Nursing	Strategic Plan	Completion
Academic Year	2021-2022	Executive Sponsor	Chief Academic Officer
Team Members (*Indicate Team Lead)	All nursing faculty	Executive Priority	Performance Accountability Measures
Projected Completion	Yearly	Project Status	On track
Project Purpose	Must meet ELA every year to maintain accreditation with Tennessee Board of Nursing and ACEN		
SMART Goal	85% of graduates will pass the licensure exam on the first attempt		

Phase 1:

Students complete requirements for AAS in Nursing Degree	Nursing Faculty	Students will successfully graduate with AAS in Nursing	May 2022
Students will test for licensure	Nursing Faculty	Students will successfully pass the licensure exam (NCLEX) on the first attempt	December 2022

Phase 2:

Analyze testing results to identify areas for improvement	Nursing faculty	Analysis report and improvement plan	ongoing

	Amy Holder		

Annual Plan for Improvement

Motlow State Community College

Project Title	Embedding Workforce-Related "Soft Skills" into Social and Behavioral Science Courses		
Unit/Department	Social and Behavioral Sciences	Strategic Plan	Open Access & Completion
Academic Year	2021-2022	Executive Sponsor	
Team Members (*Indicate Team Lead)	*Ramona Shelton, Course Leads, Course Developers/Maintainers, Department Faculty, Sharon Edwards	Executive Priority	Completion of the post-secondary credential or degree.3.1 Motlow State Community College will monitor and improve the effectiveness of educational programs and services.
Projected Completion	Fall 2022	Project Status	On track
Project Purpose	students the opportunity to pair course material with real-world skills gives them the foundation and context for success in the classroom and in the workforce. This project also aligns with guidelines from both TBR and THEC.		
SMART Goal	By Fall 2022, 50% of students enrolled in Social and Behavioral Sciences Courses will show success in at least three Workforce Development skills embedded into the course framework. Successful student completion of associated coursework will prove skill achievement.		

Phase 1:

Attend professional development to determine how to successfully identify and incorporate soft skills into general education courses.	Ramona Shelton	Completion of Professional Development	Summer 2021
Work with appropriate contacts at TBR and THEC to determine the top ten desired skills.	Ramona Shelton	Successful meeting leading to list of skills	October 2021
Share list of skills with faculty so they can determine which they will utilize and how the will be embedded into course framework.	Shelton Department Faculty	List of skills shared and faculty begin working on the process	December 2021

Phase 2:

Pilots done utilizing the History master shells	Shelton Course Developers/Maintainers	Skills successfully embedded into coursework	Spring 2022
Create a repository of resources for faculty and students to explore the need and utilization of these skills	Ramona Shelton Sharon Edwards	Subject Guide created	April 2022
Faculty in pilot sections will assess and report student success rates related to the embedded skills for the individual courses.	Shelton Course Developers/Maintainers	50% of students in pilot sections show successful mastery of embedded skills	End of Spring 2022

Phase 3:

All Social and Behavioral Sciences embed at least three skills into the coursework	Ramona Shelton Department Faculty	Instructors can show how these skills were implemented	Fall 2022
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Additional Notes

Executive Review By	Charle Coffey	Date: 9/14/21
ODL Review By	Meagan McManus	Date: 9/14/21
Last Updated By	Ramona Shelton	Date: 9/13/21

Annual Plan for Improvement

Motlow State Community College

Project Title	Increasing Dual Enrollment Traffic in the Writing Center		
Unit/Department	Writing Center	Strategic Plan	Completion
Academic Year	2021-2022	Executive Sponsor	Charley Coffey
Team Members (*Indicate Team Lead)	Jenna Caviezel* & Will Murphy	Executive Priority	
Projected Completion	Spring 2022	Project Status	On track
Project Purpose	To increase usage of the Writing Center by dual enrollment students.		
SMART Goal	We will work with Motlow Languages instructors and use targeted marketing to increase dual enrollment students' awareness of Writing Center services by 10%. Registration and appointment form data will be used to measure how many more dual enrollment students make use of our services as compared with the previous academic year.		

Phase 1: Establish Baseline Data

Measure dual enrollment student usage of the Writing Center in AY 20-21. Compare to enrollment data provided by ODL.	Jenna Caviezel	Know both the percentage of total appointments that were used by dual enrollment students and how it compares to the percentage of students that this subpopulation represented of our total enrollment in the prior academic year. This will help us set even more specific goals in the Spring!	October 2021
Compare Writing Center usage for those dual students who are offered extra credit versus those who are simply informed of the available services. Survey participating instructors at end of semester.	Jenna Caviezel and Will Murphy	Increased usage in those course sections where extra credit is offered versus those where it is not. Positive feedback from instructors who offered extra credit.	December 2021
Working from baseline data from both the prior academic year and the fall semester, establish a specific goal for the spring semester; what percentage of our total usage should dual enrollment students represent?	Jenna Caviezel	Specific goal articulated prior to the start of Spring 2022 semester.	January 2022

Phase 2: Implement Targeted Marketing and Languages Department Collaboration Strategies

Create targeted marketing materials to be distributed to all instructors with dual enrollment sections of ENGL 1010 and 1020.	Will Murphy	Increased number of new registrations for dual enrollment students in Spring 2022.	January 2022
Should the data gathered in Fall 2021 support this move, encourage dual enrollment instructors to offer extra credit to those students who make use of the Writing Center.	Jenna Caviezel and Will Murphy	Increased number of appointments with dual enrollment students in Spring 2022.	January 2022

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Phase 3: Assessment

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Compare usage by dual enrollment students to baseline data.	Jenna Caviezel	More new registrations, more total apointments, and more repeat apointments with dual enrollment students. Reach the specific goal set at the end of fall 2021 semester.	May 2021

Additional Notes

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Executive Review By		Date:
ODL Review By	Meagan McManus	Date: 9/10/21
Last Updated By	Jenna Caviezel	Date: 9/7/21

Annual Plan for Improvement

Motlow State Community College

Project Title	Auxiliary Services Satisfaction		
Unit/Department	Business and Finance	Strategic Plan	Operational Capacity
Academic Year	2021-2022	Executive Sponsor	Hilda Tunstill
Team Members (*Indicate Team Lead)	Hilda Tunstill and Duane Brown	Executive Priority	Asset Review
Projected Completion	June 2022	Project Status	On track
Project Purpose	To assess student, faculty, and staff satisfaction with auxiliary services which includes Follett bookstores.		
SMART Goal	The goal is to obtain a 90% satisfaction rate with auxiliary services.		

Phase 1: Update Satisfaction Surveys

Review Satisfaction Survey	Hilda Tunstill and Duane Brown	Update and tweak satisfaction survey	October 2021
Submit tweaked Satisfaction Survey to ODL	Hilda Tunstill	Satisfaction survey is finalized	October 2021

Phase 2: Satisfaction Surveys Talled

ODL Administer Satisfaction Surveys	Dr. Meagan McManus, Tiffany Phillips, and Erica Newman	Timeframe for students, faculty, and staff to complete surveys.	Fall 2021
ODL provides Satisfaction Survey results to department	Dr. Meagan McManus, Tiffany Phillips, and Erica Newman	Tally the survey results and provide results to the department.	Fall 2021

Phase 3: Analyze Survey Results and Determine Needed Improvements

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Review Satisfaction Results	Hilda Tunstill	Analyze the survey results and determine the overall satisfaction rate.	May 2022
Discuss the satisfaction rate with the auxiliary vendor of Follett Bookstore.	Hilda Tunstill and Duane Brown	Determine how the Follett Bookstore services can be strengthened by the Satisfaction Survey results.	May 2022

Additional Notes

Let me know if we need to change some of the completion dates.

Executive Review By		Date:
ODL Review By	Meagan McManus	Date: 9/10/21
Last Updated By	Hilda Tunstill	09/03/2021

Annual Plan for Improvement

Motlow State Community College

Project Title	Consolidated Financial Index (CFI)		
Unit/Department	Business and Finance	Strategic Plan	Operational Capacity
Academic Year	2021-2022	Executive Sponsor	Hilda Tunstill
Team Members (*Indicate Team Lead)	Hilda Tunstill - Team Lead Team Members includes Lisa Myers, and Sheri Hise	Executive Priority	Cost-Savings
Projected Completion	December 2021	Project Status	On track
Project Purpose	To assist in measuring the financial health of Motlow State Community College.		
SMART Goal	Motlow State Community College will meet or exceed the average of the Tennessee Board of Regents Community College's CFI Indexes for FY21.		

Phase 1: Development of 2020-21 Proposed Budget

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Distribute 2020-21 budget worksheets to EVPs to distribute to budget heads.	Hilda Tunstill	EVPs distribute the budget sheets to departmental budget heads and have them returned by the due date	March 2020
Develop listing of requests from faculty staff	Hilda Tunstill	Formulate the campus needs and project revenues for FY21.	April 2020
Work with EVPs and President to discuss campus budget requests	Dr. Michael Torrence, Dr. Greg Sedrick, Dr. Tony Millican, and Hilda Tunstill	EVPs and President draft a priority listing of requests	April 2020
Present 2020-21 Projected 2020-21 Proposed Budget to Institutional Oversight Committee for a recommendation	Hilda Tunstill	Recommendation is forwarded to the President for the submittal of 2020-21 Proposed Budget	May 2020

Phase 2: Budget Revisions

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Compare Budget to Actual Revenues and Expenditures and make adjustments as needed.	Hilda Tunstill, Lisa Myers, and Sheri Hise	Submit 2020-2021 Revised Budget to Tennessee Board of Regents	October 2020
Load 2020-21 Revised Budget	Lisa Myers	Departments utilize the 2020-21 Revised Budget for department planning and expenditures	December 2020
Compare 2020-21 Current Estimate Budget to Actual Revenues and Expenditures and adjust as needed.	Hilda Tunstill, Lisa Myers, and Sheri Hise	Submit 2020-21 Current Estimate Budget to Tennessee Board of Regents	May 2021

Phase 3: Data Analysis

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Year- end closing to compile 2020-21 Financial Statements	Hilda Tunstill, Lisa Myers, Sheri Hise, Michele Brown, and Sandy Schaffer	Complete and submit Financial Statements to Tennessee Board of Regents	September 2021
Compute CFI Index	Hilda Tunstill	Compare Motlow State's CFI Index to the average for the TBR Community Colleges.	November 2021

Additional Notes

Executive Review By	Hilda Tunstill	Date: 9/3/2021
ODL Review By	Meagan McManus	Date: 9/10/2021
Last Updated By	Hilda Tunstill	Date: 9/3/2021

Annual Plan for Improvement

Motlow State Community College

Project Title	Staff Training		
Unit/Department	Business Office	Strategic Plan	Operational Capacity
Academic Year	2021-2022	Executive Sponsor	Hilda Tunstill
Team Members (*Indicate Team Lead)	Lisa Myers*, Michele Brown, Kristin Luke, Sheri Hise	Executive Priority	Identify Cost-Savings
Projected Completion	June 2022	Project Status	On track
Project Purpose	Increasing campus efficiencies by offering monthly training on finance topics that affects campus-wide business transactions and departmental budgets.		
SMART Goal	Increasing efficiency by expanding employee knowledge of finance policies and procedures thus saving labor hours from the level of initiator all the way through the approval and payment processes thus lowering the number of rejected requisitions in Sciquest as compared to the previous year.		

Phase 1: Develop topic material and means of communication

Research methods for determining the best process for communicating to employees	Lisa Myers	Find a method for mass and effective communication	July 2021
Develop topics of discussion based on where most mistakes occur do to a lack of financial policies and procedures	Michele Brown, Kristin Luke, Sheri Hise	List of topics that are relevant to increasing knowledge and efficiency along with a training schedule	July 2021

Phase 2: Identification and Compilation

Identify group for needed training	Michele Brown, Kristin Luke, Sheri Hise	Successful attendance from staff and administrators	July 2021
Compile presentations on chosen topics	Michele Brown, Kristin Luke, Sheri Hise	Effective presentations placed on Intranet as an ongoing reference	June 2022
Written communication for distribution	Lisa Myers	Monthly articles included in HR Connects	June 2022

Phase 3: Monthly trainings, training resources and written communication

		Well attended monthly Zoom meetings on topics	
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Monthly trainings via Zoom	Michele Brown, Kristin Luke Sheri Hise	Well attended monthly Zoom meetings on topics concerning Sciquest, Banner SS, Travel, Pcards, etc. Training materials placed on Intranet as a resource to decrease questions and errors while increasing knowledge on finance policies.	July 2021 - June 2022
Monthly publications in HR Connects	Lisa Myers	Published articles in HR Connects that containing relevant financial information	July 2021 - June 2022
Develop assessment survey for training feedback	Lisa Myers; ODL	Survey developed	Spring 2022
Conduct training feedback survey	Lisa Myers; ODL	Analysis report of training feedback survey	Spring 2022

Additional Notes

Executive Review By		Date:
ODL Review By	Meagan McManus	Date: 9/14/21
Last Updated By	Lisa Myers	Date: 9/14/21

Annual Plan for Improvement

Motlow State Community College

Project Title	YouTube Student Tutorials		
Unit/Department	Business Department	Strategic Plan	Institutional Efficiency
Academic Year	2021-2022	Executive Sponsor	Hilda Tunstill
Team Members (*Indicate Team Lead)	Lisa Myers*, Michele Brown, Ysel Gonzalez, Lisa Kane, Tracey Harden	Executive Priority	Enhance Budget Process
Projected Completion	June 2022	Project Status	Not started
Project Purpose	Provide dynamic tutorials on student business office functions such as student account balances, direct deposits, payments plans, and payments online.		
SMART Goal	To alleviate stress of first-time students by providing effective communication to help navigate the new environment of higher education		



Phase 1: Student Satisfaction

Research communications methods for determining effective messaging	Lisa Myers, Michele Brown, Ysel Gonzales	Dynamic script methods that meet students where they are	February 2022
Topics of tutorials	Michele Brown, Ysel Gonzalez, Lisa Kane, Tracey Harden	Inclusive list of topics to reduce student emails and calls and decrease student unawareness of financial responsibility	December 2021

Phase 2: Employee Satisfaction

Polling of other departments on topics needed based on questions they receive from students concerning business office functions	Lisa Myers	List of applicable topics to decrease inquiries by students to other departments about business office functions	December 2021
Communicate to other departments of YouTube videos	Lisa Myers	Awareness of other departments to refer students and new employees to these tutorials as resources.	June 2022

Phase 3:

	Lisa Myers	Dynamic and entertaining communication on	
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Developing Scripts	Lisa Myers, Michele Brown, Ysel Gonzalez	Dynamic and entertaining communication on subjects that are needed but not necessarily appealing to students	May 2022
Identifying Software used for video creation	Michele Brown	Reach out to Motlow IT Staff to identify the best software/hardware to use for this application	December 2021
Recording of tutorials in English and Spanish	Lisa Myers, Michele Brown, Ysel Gonzalez	Posted and viewed YouTube videos appealing to students while decreasing calls, emails and problems with student accounts	June 2022

Additional Notes

Executive Review By		Date:
ODL Review By		Date:
Last Updated By		Date:

Annual Plan for Improvement

Motlow State Community College

Project Title	Evaluate and increase manhours devoted to preventive maintenance		
Unit/Department	Facilities/Business and Finance	Strategic Plan	Operational Capacity
Academic Year	2021-2022	Executive Sponsor	Hilda Tunstill
Team Members (*Indicate Team Lead)	*Brian Gafford Steve Daubs David Kelley	Executive Priority	Facilities Assessment
Projected Completion	Summer 2022	Project Status	Not started
Project Purpose	Increase the the percentage of maintenance man hours dedicated to preventive maintenance to minimize effect of deferred maintanance on operational status of campus buildings and assets.		
SMART Goal	Increase the amout of preventive maintanance manhours both as a total and as a percentage of all maintenance manhours. With a goal of preventive maintanance hours being 10 percent of total maintanance work hours within 5 years.		

Phase 1: establish base line from last years API of total manhours dedicated to preventive maninance as a totoal and as a percentage of total maintanance manhours tracked in maintanance work order system.

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Evaluate work hours for past acadmic years to establish baseline	Brian Gafford	creation of baselne hour totals and percentage of all work hours	July 2021

Phase 2:(Objective)evaluate quartley the preventive maintanance manhours

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Evaluate recorded manhours to deterimne preventative maintanance totals and as a percentage of all	Brian Gafford	Creation of data report	October 2021
Evaluate recorded manhours to deterimne preventative maintanance totals and as a percentage of all	Brian Gafford	Creation of data report	January 2022
Evaluate recorded manhours to deterimne preventative maintanance totals and as a percentage of all	Brian Gafford	Creation of data report	April 2022
Evaluate recorded manhours to deterimne preventative maintanance totals and as a percentage of all	Brian Gafford	Creation of data report	June 2022

Phase 3: (Objective)Input new preventative maitnance system generated work orders based on new equipment and maintnance best practices

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Input new additional schedled preventative maintenance work orders into the Dude Soutlions system	David Kelley Steve Daubs	Increase in number preventative maintenance work orders and manhours	continuous

Additional Notes

Executive Review By		Date:
ODL Review By	Meagan McManus	Date: 9/10/21
Last Updated By	Brian Gafford	Date: 9/2/21

Annual Plan for Improvement

Motlow State Community College

Project Title	Student and Employee satisfaction survey evaluation		
Unit/Department	Facilities/Business and Finance	Strategic Plan	Operational Capacity
Academic Year	2021-2022	Executive Sponsor	Hilda Tunstill
Team Members (*Indicate Team Lead)	**Brian Gafford Steve Daubs David Kelley	Executive Priority	Conduct Facilities Assessment
Projected Completion	Summer 2022	Project Status	Not started
Project Purpose	To evaluate responses in the annual student and employee satisfaction surveys		
SMART Goal	To evaluate responses and set initial baseline percentage of students that respond with satisfied or better and employees that respond with neutral or better. Maintaining a minimum percentage of 85.		
Phase 1: Student Satisfaction			
Evaluate response on student satisfaction survey	Brian Gafford, Steve Daubs	Completion chart that shows percentage of responses in our acceptable category	Fall 2021
Develop and implements plans for improvement based on survey results in areas for improvement	Brian Gafford, Steve Daubs	Developed plan with goals for success	Spring 2022
Phase 2: Employee Satisfaction			
Evaluate response on employee satisfaction survey	Brian Gafford, Steve Daubs	Completion chart that shows percentage of responses in our acceptable category	Fall 2021
Develop and implements plans for improvement based on survey results in areas for improvement	Brian Gafford, Steve Daubs	Developed plan with goals for success	Spring 2022
Phase 3: Evaluation of areas that had lowest favorable responses			
Evaluate both surveys for areas that had the lowest favorable responses to find areas that can be improved in facilities	Brian Gafford, Steve Daubs brian Gafford	Creation of list of areas that had the lowest favorable response for both survey groups.	May 2022
Implement improvements to try to increase favorable ratings for the next years survey cycle	Steve Daubs David Kelley	creation of possible improvements that can be implemented to increase customer satisfaction	June 2022

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Additional Notes

Executive Review By		Date:
ODL Review By	Meagan McManus	Date: 9/10/21
Last Updated By	Brian Gafford	Date: 9/3/21

Annual Plan for Improvement

Motlow State Community College

Project Title	Risk Assessment - Financial Aid		
Unit/Department	Business and Finance/Financial Aid	Strategic Plan	Institutional Efficiency
Academic Year	2021-2022	Executive Sponsor	Hilda Tunstill, EVP
Team Members (*Indicate Team Lead)	Joe Myers*, Jessica Dodge, Casey Martine, Tina Smith, Michelle Farley, Anita Toller, Cindy Tripp, Lara McKinnon, and Tammy Wiseman	Executive Priority	Ensure Financial Aid Program Compliance
Projected Completion	June 30, 2022	Project Status	Not started
Project Purpose	The purpose of a financial aid Risk Assessment is to identify and evaluate areas of concern, then resolve those concerns or minimize the level of risk by adding control measures, as necessary. In the risk assessment a review is conducted to see what can happen under what circumstances, possible consequences are reviewed, the likelihood of occurrence is explored, the question is explored of can the risk be effectively controlled or is more action required. In addition the appetite to accept each risk is evaluated. Federal Requirements mandate the financial aid department conduct a yearly risk evaluation in order to proactively identify new and ongoing risk surrounding the financial aid arena.		
SMART Goal	The Financial Aid department will research and develop a risk assessment product as required by Federal Regulations by June 2022.		

Phase 1: Risk Assessment Model Selection/Set-up

Work with the college Internal Auditor to collect information related to Risk Assessment models.	Tammy Wiseman, Joe Myers	Produce a brief summary of Risk Assessment models reviewed.	October 2021
Select a template to be used with the Risk Assessment product.	Joe Myers; Jessica Dodge	A Risk Assessment Template is chosen or developed	October 2021
Load current known risk into the selected template.	Cindy Tripp, Joe Myers, Lara McKinnon	All current know risk are compiled into the template.	November 2021
Conduct a brainstorming exercise with the financial aid staff to add to the current items identified on the template.	Joe Myers, Jessica Dodge	Document developed that captures all risk identified by the staff in the brainstorming process	November 2021
Categorize the item into similar groups	Tina Smith, Casey Martine	The Risk Assessment Template will have the categorized groups updated.	December 2021

Phase 2: Analysis of Risk

Depending on the template format, identify control activities for each risk identified	Michelle Farley	For all identified risk loaded into the template control activities will be outlined	January / February 2022
Identify the likelihood of occurrence for each risk and possibly the impact of the risk occurring	Anita Toller	For all identified risk loaded into the template an occurrence score and/or occurrence impact will be entered	January / February 2022

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Phase 3: Prioritization and Implementation

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Work with the administration to prioritize the risk	Joe Myers	Priorities will have been assigned within the template.	March / April 2022
Begin to implement risk responses for the top 2-10 risk	Jessica Dodge	Depending on the number of items determined between 2 and 10 an implementation plan will have been developed for each outline the process to reduce and/or eliminate the risk.	May / June 2022

Additional Notes

Executive Review By		Date:
ODL Review By	Meagan McManus	Date: 9/10/21
Last Updated By	Joe Myers	Date: 9/3/21

Annual Plan for Improvement

Motlow State Community College

Project Title	SOE Satisfaction Follow-up		
Unit/Department	Business and Finance/Financial Aid	Strategic Plan	Institutional Capacity
Academic Year	2021-2022	Executive Sponsor	Hilda Tunstill
Team Members (*Indicate Team Lead)	Joe Myers, Jessica Dodge, Casey Martine, Tina Smith, Michelle Farley, Anita Toller, Cindy Tripp, and Lara McKinnon	Executive Priority	Ensure Financial Aid Program Compliance
Projected Completion	June 2022	Project Status	Not started
Project Purpose	The purpose of this project is to evaluate and identify changes needed to help with student and financial aid staff satisfaction with the financial aid department.		
SMART Goal	The Financial Aid department will use the SOE student and financial aid staff satisfaction evaluations to identify 2-5 areas to implement enhancements and/or updates and then reevaluate using the same or similar survey instruments to identify variances by June 2022.		

Phase 1: Student Satisfaction

Review and evaluate the results of the SOE financial aid student satisfaction surveys looking for areas for enhancement.	Casey Martine, Tina Smith	Generate a document outlining the top 2-5 areas for improvement.	September 2021
Using the 2-5 areas identified for improvement, develop a project plan for each one to implement to bring about the desired improvement change.	Jessica Dodge, Cindy Tripp, Anita Toller	Generate a Project Plan document outlining the action items to be implemented.	October 2021
Utilize the Project Plan to implement the identified changes.	All	Document evidence the changes have been implemented.	November / December 2021
Make any adjustments needed to the SOE Student Satisfaction Survey to update for the current time and environment.	Jessica Dodge, Lara McKinnon, Joe Myers	An updated Student Satisfaction Survey will be ready for administration.	November / December 2021

Phase 2: Employee Satisfaction

Review and evaluate the results of the SOE financial aid staff satisfaction surveys looking for areas for enhancement.	Jessica Dodge, Joe Myers	Generate a document outlining the top 2-5 areas for improvement.	February 2022
Using the 2-5 areas identified for improvement, develop a project plan for each one to implement to bring about the desired improvement change.	Casey Martine, Tina Smith	Generate a Project Plan document outlining the action items to be implemented.	March 2022
Utilize the Project Plan to implement the identified changes.	All	Document evidence the changes have been implemented.	April 2022
Make any adjustments needed to the SOE Financial Aid Staff Satisfaction Survey to update for the current time and environment.	Michelle Farley, Anita Toller, Lara McKinnon,	An updated Financial Aid Staff Satisfaction Survey will be ready for administration.	May 2022

Phase 3: Survey Administration/Analysis

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Work with ODL to compile both surveys into a survey tool and have them administered.	Tina Smith, Casey Martine	The results of the surveys will be available	Student: February 2022 - Staff: May 2022
Collect and evaluate the new survey results and identify changes and similarities.	All	A brief review document will be created.	Student: February 2022 - Staff: May 2022
Outline next steps to take for the upcoming year utilizing the results from both on the new surveys.	All	A brief planning document will be created outlining working areas for the upcoming year.	Student: April 2022 - Staff: May/June 2022

Additional Notes

Executive Review By		Date:
ODL Review By	Meagan McManus	Date: 9/3/21
Last Updated By	Joe Myers	Date: 9/3/21

Annual Plan for Improvement

Motlow State Community College

Project Title	Increase and maintain external resources to support the College		
Unit/Department	Foundation	Strategic Plan	Community Development
Academic Year	2021-2022	Executive Sponsor	EVP Hilda Tunstill
Team Members (*Indicate Team Lead)	Mark Hutchins; Sharon Bateman; Phyllis Daniel; Foundation Trustees	Executive Priority	Enhance Institutional Fundraising Practices
Projected Completion	June 2022	Project Status	On track
Project Purpose	Foundation will assess annual fundraising initiatives by June 2022 for comparison to previous year.		
SMART Goal	Facilitate fundraising initiatives to increase external resources by 5% per year.		

Phase 1: Strengthen collaborations between the Foundation and the College community

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Schedule meetings with internal colleagues to determine areas of greatest need for the College - scholarships, student assistance, academic areas and equipment, athletics, capital campaigns, etc.	Mark Hutchins; Sharon Bateman	Feedback from meetings to develop campaigns and 'wish lists' to match with donor interests and/or grant opportunities	Athletics-August 2021; ongoing through Fall 2021
Develop a fundraising strategy plan to align with the College's priorities	Mark Hutchins	Final plan development	June 2022
Develop plan to share Foundation's mission, objectives, goals, giving and volunteer opportunities, info, etc. annually with internal stakeholders	Mark Hutchins; Sharon Bateman	Campus-wide email to College community	Sept-Oct 2021

Phase 2: Develop and improve relationships in all communities served

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Identify current Motlow employees who represent Motlow in chamber, industrial and civic organizations within 11-county service area	Sharon Bateman; Phyllis Daniel	List of Motlow chamber representatives	December 2021
Collaborate with External Affairs to develop student, employee, donor and alumni spotlights to share with internal and external constituents	Mark Hutchins; Sharon Bateman; Phyllis Daniel	Monthly spotlights/success stories to share across media platforms	December 2021
Increase the Foundation's connections in community by participation/attendance at community events and meetings	Mark Hutchins; Sharon Bateman; Phyllis Daniel	Attendance at events throughout service area	ongoing
Collaboration with key internal departments to compile master shared community contact list	Sharon Bateman; Phyllis Daniel	Contact information shared across departments	ongoing

Phase 3: Locate grant opportunities for projects and initiatives

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Research opportunities through foundations and organizations who support higher education	Sharon Bateman	List of opportunities with details and annual deadlines	September 2021

Additional Notes

Executive Review By		Date:
ODL Review By	Meagan McManus	Date: 9/10/21
Last Updated By	Sharon Bateman	Date: 9/3/21

Annual Plan for Improvement

Motlow State Community College

Project Title	IT Business Initiatives Baseline (Year One)		
Unit/Department	Information Technology	Strategic Plan	Operational Capacity
Academic Year	2021-2022	Executive Sponsor	Hilda Tunstill
Team Members (*Indicate Team Lead)	All IT staff Carlos Padilla - Lead	Executive Priority	Assess Technology Infraastructure for Efficiency
Projected Completion	June 30	Project Status	Not started
Project Purpose	The purpose of this project is set a baseline for various IT business initiatives across the entire Motlow community. Year one represents the planning and designing stage for all tasks and initiatives mentioned here.		
SMART Goal	To increase the operational efficiency of Motlow and to increase technological resources available to the Motlow community at large. Year one is to identify the needs and the key members that need to participate in the planning and design of said initiatives.		

Phase 1: Satisfaction with Tech. Ops. Services

Mobile App	Various departments, but IT will be the lead.	How do we measure success? - Year one will be to identify the needs in a mobile app and what are the requirements for a successful mobile app at Motlow. - We will also need to identify who needs to participate in the planning and design.	June 2022
Digital Signage	IT External Affairs Academics Finance	How do we measure success? - Year one will be to identify the needs in a campus wide digital signage initiative and what are the requirements for a successful solution at Motlow. - We will also need to identify who needs to participate in the planning and design.	June 2022
Data Categorization	All departments, but IT will function as the lead initially.	- Create a data caterogization committee. - Understand how various department utilize data. - Do the departments understand their own data and what data they own? - Research vendors/consulting companies that specialize in data categorization in Higher Ed, and aquire their services to help guide the process.	June 2022
Banner/BDM Training and Usage	Any department with access to Banner, but IT will be the lead.	- Identify where Banner/BDM is being underutilized and begin creating a focused training for specific departments (may require vendor input and/or TBR). - Identify power users in the various departments and leverage their skills to provide a focused approach to training in order to define the desired outcomes. - Increase retention initiatives utilizing BDM and explore what all options/features it provides in retention capabilities (may require vendor input and/or TBR).	June 2022

Business Workflows	IT HR Finance External Affairs	- Identify any existing workflows and determine if improvements can be made or if a redesign is needed. - Identify the need for new workflows and begin the planning and designing phase with the departments involved.	
Cloud Infrastructure	IT	- To determine what IT services can be leveraged using cloud infrastructure. - To promote any remaining legacy systems to a modern cloud solution (if possible). - To create a decision matrix that will serve as a base model when determining if any new service/solution should be cloud based.	June 2022
Phase 2: Satisfaction with Computers & Equipment			
Tasks To Be Accomplished			
Owners		Success Indicators	
Completion Dates			
Continued Expansion of Infrastructure	IT	- Gather existing statistics and data of current infrastructure usage. This will be the baseline. - As infrastructure changes/increases, compare statistics and usage with baseline.	June 30, 2022
Evaluation of end user peripherals	IT	- Create a performance benchmark to determine the level of performance of current peripherals for end users. This will be the baseline. - Research and test different peripherals and compare with baseline benchmark results. - Determine if different peripherals will better serve the Motlow community at large.	June 30, 2022
Determine current lifecycle of existing equipment	Jeffery Short Jon Coomer William Quinn Carlos Padilla	- Evaluate current inventory and add/modify as needed to make sure it is updated with all equipment. This will be the baseline. - Accurate inventory will help determine lifecycle and value of each equipment. - Perform a risk analysis of current lifecycle and value of equipment to determine where further investment is needed or where we are overinvested.	June 30, 2022
Phase 3:			
Tasks To Be Accomplished		Success Indicators	
Owners		Completion Dates	
Determine what initiatives will carry forward to the following year, and what all will be involved in year two of said initiatives.	Carlos Padilla	- Have all the planning and design phases of year one been completed successfully? - Determine how to measure the success of year one?	May 31, 2022
Additional Notes			
CIO notes: My goal in year one is to set a baseline for various initiative, reporting, and benchmarks through Motlow. As of now, not enough data is collected to make educated data driven decisions, which makes it difficult to plan for future endeavours.			

Executive Review By		Date:
ODL Review By	Meagan McManus	Date: 9/10/21
Last Updated By	Carlos Padilla	Date: 9/3/21

Annual Plan for Improvement

Motlow State Community College

Project Title	IT Employee Satisfaction (Baseline)		
Unit/Department	Information Technology	Strategic Plan	Operational Capacity
Academic Year	2021-2022	Executive Sponsor	Hilda Tunstill
Team Members (*Indicate Team Lead)	All IT staff Carlos Padilla - Lead	Executive Priority	Assess Technology Infrastructure and Process Efficiency
Projected Completion	June 30, 2022	Project Status	Not started
Project Purpose	The purpose of this project is to collect, analyze, improve and/or adjust, compare, and comprehend the data from employee satisfaction surveys.		
SMART Goal	To establish a baseline to begin analyzing data, and then identify areas for improvement to the survey in order to collect more qualitative and quantitative data.		

Phase 1: Satisfaction with IT Services

To combine Tech. Ops. and Admin. Computing surveys, so that they become one IT survey.	Carlos Padilla	To obtain data from one combined IT survey and analyze in a cohesive manner.	October 2021
To begin conducting IT surveys in order to collect a baseline set of data. The questions in said survey will most likely mimic surveys used in previous years.	Jeffery Short Jon Coomer William Quinn Nick Buckman Carlos Padilla	To establish a baseline from data results.	October - December 2021
Analyze and adjust survey accordingly prior to next delivery.	Jeffery Short Jon Coomer William Quinn Nick Buckman Carlos Padilla	Compare survey questions and determine adjustments in order to receive more qualitative and quantitative data.	June 2022

Phase 2: Satisfaction with Computers & Equipment

Gather existing statistics and data of current infrastructure usage as well as current peripheral usage, and compare with survey results.	Jeffery Short Jon Coomer William Quinn Nick Buckman Carlos Padilla	To establish a baseline for infrastructure and peripheral usage.	October - December 2021
As infrastructure changes/increases and as we establish a performance benchmark for peripherals, compare statistics and usage with baseline.	Jeffery Short Jon Coomer William Quinn Nick Buckman Carlos Padilla	Use data gathered from baseline (survey data and usage data), in order to determine where the areas for improvement are.	June 2022

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Phase 3:

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
To prepare surveys for second year and establish KPIs to measure data and results.	Carlos Padilla	Data driven results from year one, and demonstrate how year two will improve through the use of KPIs now with a baseline established.	June 2022

Additional Notes

Executive Review By		Date:
ODL Review By	Meagan McManus	Date: 9/10/21
Last Updated By	Carlos Padilla	Date: 9/3/21

Annual Plan for Improvement

Motlow State Community College

Project Title	IT Organizational Structure (Year One)		
Unit/Department	Information Technology	Strategic Plan	Operational Capacity
Academic Year	2021-2022	Executive Sponsor	Hilda Tunstill
Team Members (*Indicate Team Lead)	All IT staff Carlos Padilla - Lead	Executive Priority	Assess Technology Infrastructure for Efficiency
Projected Completion	June 30, 2022	Project Status	Not started
Project Purpose	The purpose of this project is to analyze current IT roles and responsibilities, and determine to how better utilize existing skills and talent. This will involve various title changes and re-structure of the department org chart.		
SMART Goal	To increase the operational efficiency of the IT department, and better server the Motlow community at large. Year one is to utilize existing staff only, and identify where additional staff is needed.		
Phase 1: Satisfaction with Tech. Ops. Services			
Analyze current IT roles and responsibilities and determine how they can be better utilized to best serve Motlow at large.	IT Carlos Padilla - Lead	- Set a baseline for performance indicators. - Utilize employee evaluations to help develop a baseline.	
Change current IT Org Chart where needed.	Carlos Padilla Jeffery Short Jon Coomer	- Propose changes to staff members and create a baseline for success. - Develop a trial period and measure against baseline.	
Phase 2: Satisfaction with Computers & Equipment			
Participate in employee satisfaction survey	IT	Completed satisfaction survey	Fall 2021
Review results for employee satisfaction survey	IT	Identified areas for improvement	Fall 2021
Participate in student satisfaction survey	IT	Completed satisfaction survey	Fall 2021
Review Results for student satisfaction survey	IT	Identified areas for improvement	Fall 2021
Phase 3:			
Plan for year two of org chart changes.	Carlos Padilla	Compare measurable success rate from year one, and incorporate into planning for year two.	

Additional Notes

CIO notes: My goal in year one is to create a baseline for an ideal IT Org Chart that can be sustainable long term. Our current Org Chart is not sustainable for maximum long term performance.

Executive Review By		Date:
ODL Review By	Meagan McManus	Date: 9/10/21
Last Updated By	Carlos Padilla	Date: 9/3/21

Annual Plan for Improvement

Motlow State Community College

Project Title	Campus Crime Rates		
Unit/Department	Public Safety Department	Strategic Plan	Operational Capacity
Academic Year	2021-2022	Executive Sponsor	Hilda Tunstill
Team Members (*Indicate Team Lead)	Ray Higginbotham - Team Lead Allen Rhodes	Executive Priority	Enhance Campus Security/Safety on all campuses
Projected Completion	Ongoing	Project Status	
Project Purpose	Pro-actively reduce criminal activity on all Motlow campuses to promote and enhance a safe and secure environment for all faculty, staff, students, and visitors		
SMART Goal	Maintain an annual crime rate on all campuses lower than each campuses' service county crime rate		

Phase 1: Reporting

Complete Daily Crime Log	Ray Higginbotham	Update the Daily Crime Log within 48 hours whenever crimes are reported and in accordance with Clery Act requirements	ongoing

Phase 2: Analysis

Analyze Crime Rates by Campus Locations	Ray Higginbotham	Compile and compare crime data from all Motlow campuses and all counties using annual TBI crime data	Spring 2022
Report Annual Disclosures	Ray Higginbotham	Prepare and publish Annual Disclosure report to campus employees and students	Summer 2022

	Meagan McManus	
	Ray Higginbotham	

Annual Plan for Improvement

Motlow State Community College

Project Title	Employee Satisfaction		
Unit/Department	Human Resources	Strategic Plan	Institutional Capacity
Academic Year	2021-2022	Executive Sponsor	Dr. Sid Hill
Team Members (*Indicate Team Lead)	Brian Rowe, Lisa Lee	Executive Priority	Divisional Efficiency Processes
Projected Completion		Project Status	
Project Purpose	To utilize employee satisfaction survey information to address employee concerns, improve processes and employee satisfaction.		
SMART Goal			

Phase 1:

Administer Employee Satisfaction Survey		Survey sent to recipients and sufficient response received	October 2021
Review Survey Results		Collaborative review of results with EDHR, ADHR, ODL and VP ODL	
Determine smart goal and phase two goals based upon analysis of survey data.	Brian Rowe, Lisa Lee	Phase two goals determined, reviewed by ODL and approved by Executive sponsor	

Phase 2:

Phase 3:

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Additional Notes

Executive Review By		Date:
ODL Review By		Date:
Last Updated By		Date:

Annual Plan for Improvement

Motlow State Community College

Project Title	Assessing and addressing MSCC policy		
Unit/Department	Human Resources	Strategic Plan	Institutional Capacity
Academic Year	2021-2022	Executive Sponsor	Sid Hill
Team Members (*Indicate Team Lead)	Rob Keel* Sid Hill Brian Rowe	Executive Priority	Implement Policy Review Process
Projected Completion	May 2022	Project Status	On track
Project Purpose	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		
SMART Goal	Motlow policy personnel will collaborate with institutional leadership and representatives to accomplish the following by June 1, 2022: increase the percentage of institutional policies in compliance with 3-year review rule from 20/21 year end stat of 16.15% compliant to at least 40% this fiscal year; increase the percentage of institutional policies in alignment with current Motlow State organizational structure from 20/21 year end stat of 40% aligned to at least 75% this fiscal year; and continue to improve upon policy practices and training across the institution through improved communication plan, designing policy curriculum for training, and implementing policy onboarding across the institution.		

Phase 1: Improve policy compliance for Office of President policies to 100% by end of fiscal year

Perform SWOT analysis on policies with responsible parties in OoP	Rob Keel Barbara Scales Alissa Roebuck	Final document with current strengths, weaknesses, opportunities, and threats submitted to President	October 2021
Prioritize sequence of policies to be revised or developed for responsible parties in OoP	Dr. Torrence Barbara Scales Rob Keel	List of target policies in priority revision order preference submitted to ODL Policy to trigger formal policy reviews	November 2021
Perform initial policy analysis for all policies from OoP	Rob Keel	Dynamic form completion of initial analysis for each policy within OoP	December 2021
Complete policy revision process for these policies in alignment with MSCC POLICY PUBLICATION, REVISION, AND DISSOLUTION POLICY : 1:03:10:01	Rob Keel President's Cabinet Reps IOC	Completed vote cycles and implemented policies	May 2021

Phase 2: Improve policy compliance for Academic policies from EOY 20/21 stats of 9.7% compliant with 3-year review & 16.13% alignment with current structure to a minimum of 40% compliant by end of fiscal year

Focus Group formed and perform SWOT analysis and prioritize policies for revision	Rob Keel, Faculty Reps, Academic Deans, Curriculum Chairs, and Interim Exec	Data from SWOT analysis and policy priority sequence submitted by interim exec (or new exec) to ODLpolicy@mscc.edu for initial analysis	October 2021
Perform initial policy analysis for first tier policies from Academic stakeholders	Rob Keel	Dynamic form completion of initial analysis for each tier one priority policy within Academics	November 2021
Complete policy revision process for these policies in alignment with MSCC POLICY PUBLICATION, REVISION, AND DISSOLUTION POLICY : 1:03:10:01	Rob Keel President's Cabinet Reps IOC	Completed vote cycles and implemented policies	June 2021

Phase 3: Improve policy compliance for Student Success policies from EOY 20/21 stats of 4.2% compliant with 3-year review & 25% alignment with current structure to a minimum of 40% compliant by end of fiscal year

Focus Group formed and perform SWOT analysis and prioritize policies for revision	Rob Keel Sidney McPhee Deb Smith	Data from SWOT analysis and policy priority sequence submitted by AVPSS (EVPSSAA Vacant) to ODLpolicy@mscc.edu for initial analysis	November 2021
Perform initial policy analysis for first tier policies from Student Success AVPSS & Dean	Rob Keel	Dynamic form completion of initial analysis for each tier one priority policy within Student Success	December 2021

Complete policy revision process for these policies in alignment with MSCC POLICY PUBLICATION, REVISION, AND DISSOLUTION POLICY : 1:03:10:01	Rob Keel President's Cabinet Reps IOC	Completed vote cycles and implemented policies	June 2021
Phase 4: Improve policy compliance for ODL policies from EOY 20/21 stats of 21.05% compliant with 3-year review & 94.7% alignment with current structure to a minium of 97% compliant by end of fiscal year			
Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Prioritize sequence of policies to be revised or developed for responsible parties in ODL	Sid Hill Meagan McManus Brian Rowe	List of target policies in priority revision order preference submitted to ODL Policy to trigger formal policy reviews	September 2021
Perform initial policy analysis for all policies from ODL	Rob Keel	Dynamic form completion of initial analysis for each policy revision within ODL	October 2021
Complete policy revision process for these policies in alignment with MSCC POLICY PUBLICATION, REVISION, AND DISSOLUTION POLICY : 1:03:10:01	Sid Hill Rowe Brian Rob Keel	Completed vote cycles and implemented policies	May 2021
Phase 5: Improve policy compliance for B&F Grand Division policies from EOY 20/21 stats of 12.9% compliant with 3-year review & 32.3% alignment with current structure to a minium of 50% compliant by end of fiscal year			
Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Prioritize sequence of policies to be revised or developed for responsible parties in B&F	Rob Keel Hilda Tunstill	List of target policies in priority revision order preference submitted to ODL Policy to trigger formal policy reviews	October 2021
Perform initial policy analysis for first priority tier policies from B&F Grand Division	Rob Keel	Dynamic form completion of initial analysis for first priority tier revision within B&F Grand Division	November 2021
Complete policy revision process for these policies in alignment with MSCC POLICY PUBLICATION, REVISION, AND DISSOLUTION POLICY : 1:03:10:01	Rob Keel President's Cabinet Reps IOC	Completed vote cycles and implemented policies	June 2021
Phase 6: Improve policy compliance for Workforce & External Affairs Grand Division policies from EOY 20/21 stats of 0% compliant with 3-year review & 0% alignment with current structure to a minium of 75% compliant by end of fiscal year			
Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Prioritize sequence of policies to be revised or developed for responsible parties in Workforce & External Affairs Grand Division (note: EVP is out right now so will work with his supervisor to set institutional priorities for this area)	Rob Keel Millican Tony Michael Torrence	List of target policies in priority revision order preference submitted to ODL Policy to trigger formal policy reviews	September 2021
Perform initial policy analysis for all policies from Workforce & External Affairs Grand Division	Rob Keel	Dynamic form completion of initial analysis for each policy revision within Grand Division of Workforce & External Affairs	September 2021
Complete policy revision process for these policies in alignment with MSCC POLICY PUBLICATION, REVISION, AND DISSOLUTION POLICY : 1:03:10:01	Rob Keel President's Cabinet Reps IOC	Completed vote cycles and implemented policies	March 2021
Phase 7: Improve policy compliance for collaborative policies outside of a single-unit structure from EOY 20/21 stats of 27.3% compliant with 3-year review & 45.5% alignment with current structure to a minium of 90% compliant by end of fiscal year			
Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Policy Analyst works with collective responsible parties of each policy in this category to establish policy revision timeline	Rob Keel Individual Policy's Responsible Parties	Timelines and revision requests submitted to ODL Policy to trigger policy revision process	November 2021
Perform initial policy analysis for all policies having responsible parties outside of a single unit structure	Rob Keel	Dynamic form completion of initial analysis for each policy revision within this category	January 2021
Complete policy revision process for these policies in alignment with MSCC POLICY PUBLICATION, REVISION, AND DISSOLUTION POLICY : 1:03:10:01	Rob Keel President's Cabinet Reps IOC	Completed vote cycles and implemented policies	June 2021
Phase 8: Continuous improvement of policy communication strategies			
Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Brief shared governance stakeholders of the current policy statistics for each area (President, President's Cabinet, IOC, Administrative Council, Faculty Council Officers, Support Staff Officers)	Rob Keel	Completed briefing cycles	September 2021
Development of Communication Plan specific to each Council	Rob Keel Admin Council Officers Faculty Council Officers Support Staff Officers	Implementation of Council-specific communication strategies including procedural guidelines	January 2021
Create connection between policy personnel and TBR resources related to policy	Rob Keel Barbara Scales Tammy Wiseman	Completed onboarding to TBR policy resources and personnel by HR Analyst 3	February 2021
Establishment of consistent (bare minimum) policy	Rob Keel Policy	Completed and implemented Guidelines related to	

Establishment of consistent (year minimum) policy update schedule for the Internal Institution	Rob Keel Policy Review Committee	Completed and implemented guidelines related to policy update minimum responsibilities	March 2021
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Phase 9: Development of Policy Onboarding

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Identify groupings within the institution that will require tailored policy onboarding (general employee, students, faculty, supervisors, executives, Council & Cabinet membership, etc.)	ODL including HR Analyst 3	Document listing types of policy onboarding needing development	October 2021
Design policy onboarding curriculum including modalities	Higginbotham, Brian Rowe, Sidney McPhee, Debra Smith, 2 Faculty Reps	Curriculum design proposal for President's Cabinet & IOC	December 2021
Institutional Implementation of Policy Onboarding delineated by stakeholder groupings	Sid Hill, Brian Rowe, Rob Keel	Active policy onboarding at Motlow State	January 2021

Additional Notes

Executive Review By		Date:
ODL Review By	Meagan McManus	Date: 9/3/2021
Last Updated By	Rob Keel	Date: 9/3/2021

Annual Plan for Improvement

Motlow State Community College

Project Title	Staffing		
Unit/Department	Human Resources	Strategic Plan	Operational Capacity
Academic Year	2021-2022	Executive Sponsor	Sid Hill
Team Members (*Indicate Team Lead)	Brian Rowe*, Lisa Lee, Mandy Summers, Bethany Hill, Jerriona Francis	Executive Priority	Update Job Descriptions Institutionally
Projected Completion	May 2022	Project Status	
Project Purpose	Reduce the vacancy rate of the institution's regular positions (55 Vacancies and 366 authorized positions) from 15.03% to approximately 7%. This increase in staffing will increase operational capacity in all affected areas.		
SMART Goal	Utilizing current hiring procedures Human Resources Staffing personnel will collaborate with and guide institutional hiring managers to decrease the institutional vacancy rate, as measured by the number of vacancies divided by the authorized regular positions, to 7% or less by June 30, 2022.		

Phase 1: Identify vacancies and at risk areas

Create and utilize Internal HR Staffing Database	Brian Rowe	Staffing database created, populated and being maintained.	August 2021
Produce Organization chart in MS Visio based upon the HR Database	Brian Rowe	Org chart created and reviewed for needed changes by stakeholders	August 2021
Generate Report of Vacancies and requisition statuses for EDHR and Executive Consumption	Lisa Lee, Jerriona Francis, Bethany Hill	Report produced weekly or as necessary to keep leadership aware of vacancies and hiring process status	Recurring

Phase 2: Identify and resolve requisition backlog

Identify current job postings that have been posted for more than the minimum time required	Brian Rowe, Lisa Lee, Jerriona Francis	List of these positions generated and given to HR Staffing personnel	September 2021
Contact appropriate personnel to re-start the hiring process for each requisition in this status. Complete hiring processes for this group or requisitions to reduce staffing deficiencies in critical areas	Bethany Hill, Jerriona Francis, Bethany Hill	Committee selections received, committee emails and documents sent.	September 2021
		All requisitions completed, cancelled, or re-initiated	November 2021

Phase 3: Provide Resources for Hiring Managers

Produce and disseminate hiring process workflow	Brian Rowe	Workflow produced, reviewed by Executive Staff and disseminated to the institution	June 2021
Develop scoring scale and system	Brian Rowe	Spring scale and interview sample sheet produced, reviewed and disseminated	September 2021

Prepare training for hiring managers to include competency based interviewing, rater bias and hiring procedures	Brian Rowe, Lisa Lee, Jerriona Francis, Bethany Hill	Training material including power point, supporting documents and other media reviewed and ready for use.	December 2021
Present training to hiring managers and interested constituencies	Lisa Lee, Jerriona Francis, Bethany Hill	Sufficient number of Live or teams training sessions utilized to train hiring managers and committee members	March 2022
Develop D2L sustainment training module	Lisa Lee, Jerriona Francis, Bethany Hill	D2L Training Module reviewed for content and presentation and available for use	June 2022

Additional Notes

Executive Review By	Sid Hill	Date: 10/12/21
ODL Review By	Meagan McManus	Date: 9/30/21
Last Updated By	Brian Rowe	Date: 9/15/2021

Annual Plan for Improvement

Motlow State Community College

Project Title	Data Dashboard Development		
Unit/Department	Organizational Development & Leadership	Strategic Plan	Open Access & Completion
Academic Year	2021-2022	Executive Sponsor	Dr. Sid Hill
Team Members (*Indicate Team Lead)	Dr. Meagan McManus* Tiffany Phillips Erica Newman	Executive Priority	Develop Extensive Dashboards for Data Alignment & Distribution
Projected Completion	Summer 2022	Project Status	On track
Project Purpose	To develop data dashboards for the institution to allow individuals to make data-informed decisions		
SMART Goal	ODL will increase institutional data awareness and access by developing at least 2 data dashboards during AY 2021-2022.		

Phase 1: Fact Book Dashboard

Identify subject areas/topics to be included in annual Fact Book	ODL	Completed Outline of Topics to be included in the new digital dashboard	July 2021
Design and develop dashboard with filters for disaggregated data	Tiffany Phillips Erica Newman	Completed Draft for ODL review	August 2021
Present completed dashboard for executive review	ODL	Completed presentation of completed Fact Book draft	August 2021
Publish digital Fact Book on the Motlow website	Meagan McManus EA	Published dashboard link on MSCC website	Sept. 1, 2021

Phase 2: Course Completion Dashboard

Identify content needed in data dashboard	ODL	Completed outline of dashboard content	Fall 2021
Design and develop dashboard with filters for disaggregated data	Tiffany Phillips Erica Newman	Completed draft for ODL review	Fall 2021
Present completed dashboard for executive review (including Academic Affairs)	ODL	Feedback report from participants	Fall 2021
Present/train institutional users on the newly designed dashboard	ODL	All identified, major stakeholders will receive information on the dashboard.	Spring 2022

Phase 3: Additional Dashboard Development

Seek input on needed dashboards from MSCC employees	ODL	Completed report that identifies areas of need	Spring 2022
Design and develop dashboards (as deemed appropriate)	ODL	Completed dashboard draft(s)	Spring 2022
Conduct accreditation review to ensure			

dashboards present appropriate student achievement data where deemed necessary	Meagan McManus	Completed assessment of accreditation requirements	Spring 2022
Distribute access to data dashboards where appropriate	ODL	All identified, stakeholders will receive appropriate access to developed dashboards.	Summer 2022

Additional Notes

Executive Review By	Sid Hill	Date: 8/22/2021
ODL Review By	Erica Newman	Date: 8/18/2021
Last Updated By	Meagan McManus	Date: 8/17/2021

Annual Plan for Improvement

Motlow State Community College

Project Title	Ensuring Institutional Readiness for the SACSCOC 5th Year Interim Report		
Unit/Department	ODL	Strategic Plan	Open Access, Completion, & Capacity
Academic Year	2021-2022	Executive Sponsor	Dr. Sid Hill
Team Members (*Indicate Team Lead)	Dr. Meagan McManus* Tiffany Phillips Erica Newman	Executive Priority	Ensure SACSCOC Alignment & Readiness for 5th Year Interim Report
Projected Completion	Summer 2022	Project Status	On track
Project Purpose	Ensure compliance with SACSCOC standards in preparation for the 5th Year Interim Report due in 2023		
SMART Goal	ODL will assess the college's readiness for the 5th Year Interim Report by May 2022.		

Phase 1: Self-Assessment Review

Complete outstanding self-assessment report for quality assurance	Dir. IREA	Completed Report and submission to President for review	October 2021
Identify key findings and next steps to ensure ongoing compliance	ODL	Developed plan to address any compliance issues identified	Fall 2021
Consult with executives over appropriate areas to identify appropriate evidence for compliance	ODL and college executives	Compiled evidence for each standard addressed on the 5th year report	January 2022

Phase 2: Strategic Planning Revisions

Review revisions to TBR Strategic Plan	ODL	Completed review of revised board plan	August 2021
Develop draft of proposed revisions to MSCC Strategic Plan to align with board-level changes and MSCC needs	ODL and President's Office	Completed draft of plan revisions	September 2021
Gather college stakeholder input on proposed revisions	ODL and President's Office	Feedback and assessment results from various meetings with constituents	Fall 2021
Meet with community stakeholders to review proposed revisions	ODL and President's Office	Meeting minutes from community session	January 2022
Review college mission statement to ensure it is accurate and represents the institution's purpose	MSCC stakeholders	Completed review with necessary revisions to the mission statement	January 2022
Submit proposed revisions for board-level approval	President	Approved, revised strategic plan	March 2022

Executive Review By	Sid Hill	Date: 11/8/21
ODL Review By	Tiffany Phillips	Date: 11/6/21
Last Updated By	Meagan McManus	Date: 11/5/21

Annual Plan for Improvement

Motlow State Community College

Project Title	Diversity, Equity, Inclusion,& Belonging Model (DEIB Model)		
Unit/Department	DEIB/Office of the President	Strategic Plan	Institutional Capacity
Academic Year	2021-2022	Executive Sponsor	Executive Director of Diversity, Equity, and Inclusion
Team Members (*Indicate Team Lead)	Motlow Access & Diversity Committee: Barbara Scales (Team Lead), Brenda Cannon, Rolando Navarro, Monica Butler, Belinda Champion , Dan McShea, Arthur Latham, Michelle McEwen, Phyllis Adams, Debra Smith, Sid Hill, Rob Keel , Lori Rogers, Lisa Lee, Brian Rowe, Eric Murry,	Executive Priority	Implement Accountability Measures
Projected Completion	June 15, 2022	Project Status	On track
Project Purpose	Establish a college diversity, equity, and inclusion model action plan		
SMART Goal	The Access & Diversity Committee will construct a DEIB Model to actively improve diversity, inclusion, equity, & belonging within the campus community by: establishing a mission and vision for DEIB, collaborate to develop a strategic plan, and establish an implementation plan to integrate within the community by June 13, 2022.		

Phase 1: Establishing Mission and Vision

Define MSCC's definition of DEI+B for the institution	Access Diversity Committee; Executive Director of DEI	Success for this task will be when definitions are included in a college approved policy visible on the institution's website and printed materials.	June 2022
Develop DEI+B policies for the institution	Access Diversity	Success for this task is established when there is an approved DEIB institutional policy published.	6/13/22
Mission development	Access Diversity Committee; Executive Director of DEI	Success for this task is established when the committee has a mission statement that reflects the institution and has been approved by the Presidents Leadership and/or received buy-in and input from some of the Motlow Community Members.	6/13/22

Phase 2: Strategic Planning & Model Development

Develop a strategic plan	Access & Diversity Committee, Organizational Development and Leadership, Executive Director of DEI	Success Indicator will include the development of completed strategic plan by April 2022	6/13/22
	Access &		

Research implementation models	Access & Diversity Committee, Executive Director of DEI	Success Indicator will include the Access and Diversity Committee coming to the meeting with research models when assigned to discuss, review and assess in October 2021 and November 2021	6/13/22
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Phase 3: Implementation Institution-wide

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Construct an implementation plan to include a training	Access and Diversity Professional Development Subcommittee; Executive Director of DEI	Success Indicator is completed implementation plan outlined for the college community and approved by President's Cabinet by June 13, 2022	6/13/22
Develop a training for the Motlow community members	Access and Diversity Professional Development Subcommittee; Executive Director of DEI	Success Indicator is completed training to facilitate to the community by June 13, 2022.	June 2022
Rehearsal Trainings to Focus Groups	Professional Development Subcommittee; Executive Director of DEI	Success Indicator will be Rehearsal Trainings for Focus Groups ie. Student Group, Faculty Group, IOC, President Cabinet, and Staff - in order to obtain feedback from each group to enhance the training for better outcomes	6/13/22

Additional Notes

Executive Review By	Michael Torrence	Date: 9/16/21
ODL Review By	Meagan McManus	Date: 9/15/21
Last Updated By	Barbara Scales	Date: 9/15/21

Annual Plan for Improvement

Motlow State Community College

Project Title	Review Management Risk Assessment		
Unit/Department	Office of Internal Audit	Strategic Plan	Institutional Capacity
Academic Year	2021-2022	Executive Sponsor	TBR/President
Team Members (*Indicate Team Lead)	Tammy Wiseman	Executive Priority	Accountability Measures
Projected Completion	December 2021	Project Status	Not started
Project Purpose	3.1 Monitor and improve the effectiveness of educational programs and services		
SMART Goal	The Office of Internal Audit will review the required annual Management's Risk Assessment on risks to the achievement of strategic initiatives as identified by the Tennessee Board of Regents by the deadline established by the TBR System-wide Internal Audit Office.		

Phase 1:

Ensure that Executive Management receives information and deadline regarding the MRA	Tammy Wiseman	Forwarding of email	October 2021
Offer to provide training and facilitation to Executive Management regarding MRA and to facilitate growth in maturity of the process	Tammy Wiseman	Provide training or facilitation	November 2021

Phase 2:

Review and provide feedback on the MRA	Tammy Wiseman	Providing feedback	December 2021
Assess the adequacy of the MRA in regard to extent of coverage, conclusions reached and level of documentation	Tammy Wiseman	Letter from Internal Auditor to be provided with management's submission of MRA	December 2021

Michael Torrence

ODL Review By	Meagan McManus	Date: 9/10/21
Last Updated By	Tammy Wiseman	Date: 9/3/21

Annual Plan for Improvement

Motlow State Community College

Project Title	Point of customer service survey for Admissions Front Desk help		
Unit/Department	Admissions	Strategic Plan	Open Access & Completion
Academic Year	2021-2022	Executive Sponsor	Sidney McPhee
Team Members (*Indicate Team Lead)	Mae Sanders- Team Lead	Executive Priority	Strategies that drive outcomes for all students
Projected Completion	Summer 2022	Project Status	Not started
Project Purpose	Improve Customer Service		
SMART Goal	Create and implement point of customer service survey by 11/01/21		

Phase 1: Survey Creation

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Consult ODL to create point of service satisfaction survey and link	ODL	Completed Survey	10/29/2021
consult ODL to create QR code for physical Front Desk	ODL	QR code created and ready for distribution	10/29/21

Phase 2: Survey Administration

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Begin survey assessment for students (current and prospective)	Admissions	implemented in Front Desk signature and QR code accessibility	11/01/21

Phase 3: Data Analysis and Next Steps

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Data analysis of survey results and debriefing to make improvements for next cycle	ODL/ A&R	Identified benchmark of satisfaction of service	03/01/2022
Implement improvement efforts based on first round of survey results	Admissions	Completed improvement measures	Summer 2022

Additional Notes

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Executive Review By		Date:
ODL Review By	Tiffany Phillips	Date: 9/21/21
Last Updated By	Mae Sanders	Date: 9/17/21

Annual Plan for Improvement

Motlow State Community College

Project Title	NJCAA Eligibility		
Unit/Department	Athletics	Strategic Plan	Obj 3.1
Academic Year	2021-2022	Executive Sponsor	Charle Coffee & Kyle Macon
Team Members (*Indicate Team Lead)	Kezia Conyers Andy Lyon	Executive Priority	Academic Success
Projected Completion	May, 2021	Project Status	On track
Project Purpose	Ensure student-athlete success		
SMART Goal	90% of student athletes will be eligible to participate in NJCAA athletics		

Phase 1:

Student picks desired major during admissions	Student	Admission to college	August, 2021 January, 2022
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, 2021 January, 2022
Academic plans created in GPS	Bertha Smith	Acadmic plan visible in GPS to students and advisors	August, 2021 January, 2022

Phase 2:

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 recieved by head coaches	After 4 weeks Midterm After 12 weeks
Meetings will take place between players that are falling behing with Completion Coach and with Athletic Coaches	Bertha Smith Head Coaches	Succesful 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 recieve documentation and succesful meetings are held with Completion Coach AND with athletic staff	As necessary

Phase 3:

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, 2021 January, 2022
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 communicated with each team member for respective sport	Bertha Smith Athletic Coaches	Student athletes will be provided with tutoring assistance where applicable	As necessary

Additional Notes

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

Executive Review By		Date:
ODL Review By	Sid Hill	Date: 9/16/21
Last Updated By	Dan McShea	Date: 9/15/21

Annual Plan for Improvement

Motlow State Community College

Project Title	Establishing a mental health alliance and electronic health record system with telehealth portal for enhancement of counseling services.		
Unit/Department	Counseling Services	Strategic Plan	Objective 2.1.1
Academic Year	2021-2022	Executive Sponsor	Dr. Sidney McPhee
Team Members (*Indicate Team Lead)	Belinda Champion, Lisa Stone, Yeulanda Beverly	Executive Priority	Enhancement of counseling services
Projected Completion	June 2022	Project Status	On track
Project Purpose	Ensure mental health and student need for services is addressed through establishment of a collaborative mental health alliance and the acquiring of electronic health record software that supports compliant telehealth portal		
SMART Goal	Counseling Services will develop a mental health alliance to support provision of services and mental health awareness while establishing an electronic health record system that supports confidential telehealth services during AY 2021-22.		

Phase 1: Establish electronic health record and telehealth portal

Review and select software that would support HIPAA compliance	Lisa Stone	Purchase of product and meeting ethical guidelines	September 2021

Phase 2: Training Development and Implementation

Review available training with software vendor and participate in designated training to implement software	Lisa Stone	Completion of basic training and launch of software	November 2021
Follow up training sessions as needed with vendor	Lisa Stone	Completion of refresher training during the first year of implementation	June 2022

Phase 3: Mental Health Alliance Development and Implementation

Submit proposal for alliance group to institutional oversight committee	Lisa Stone, Belinda Champion	Approval from IOC to being implementation of alliance group	December 2021
Promote opportunities for college peers to join the alliance and serve to support mental health awareness	Lisa Stone	Alliance group members identified and group established	February 2022

Train group members using the College Student Mental Health Action Toolkit to address mental health strategies	Lisa Stone	Group members completion of training and application of awareness actions with student population through proactive and preventative program initiatives	June 2022

Additional Notes

Executive Review By	Sidney McPhee	Date: 9/17/21
ODL Review By	Meagan McManus	Date: 9/10/21
Last Updated By	Belinda Champion	Date: 8/31/21

Annual Plan for Improvement

Motlow State Community College

Project Title	Updating disability services brochure to accurately inform regarding the process of applying and receiving services		
Unit/Department	Disability Services	Strategic Plan	Objective 2.1.1
Academic Year	2021-2022	Executive Sponsor	Dr. Sidney McPhee
Team Members (*Indicate Team Lead)	Belinda Champion, Yeulanda Beverly	Executive Priority	Improve communication regarding disability services
Projected Completion	June 2022	Project Status	Not started
Project Purpose	Revitalize the disability services brochure for clear communication regarding access to services		
SMART Goal	Disability Services will develop a brochure that will provide accurate current information regarding accessing services in both print version and digital format during AY 2021-22.		

Phase 1: Development of updated brochure

Update brochure to reflect the changes of the disability website	Yeulanda Beverly Belinda Champion	Draft reviewed by marketing and feedback from marketing	December 2021
Send approved final brochure to print vendor	Yeulanda Beverly Belinda Champion	Receipt of printed product for distribution	February 2022
Add digital version of brochure to disability services webpage	Yeulanda Beverly Belinda Champion	Marketing ticket for website update is completed and marketing has updated webpage	March 2022

Phase 2: Increased marketing with use of updated brochure

Market updated service brochure to faculty, staff and local high schools.	Yeulanda Beverly Belinda Champion	Attending on campus events, school fairs and one on one invitations for discussion of disability services	June 2022
Obtain laptops for disability services personnel to present digital information including electronic brochure at events	Yeulanda Beverly Belinda Champion	Purchase of two laptops and attendance at events	March 2022

Phase 3:

Additional Notes

Executive Review By	Sidney McPhee	Date: 9/17/21
ODL Review By	Meagan McManus	Date: 9/10/21
Last Updated By	Belinda Champion	Date: 8/31/21

Annual Plan for Improvement

Motlow State Community College

Project Title	Driving Student Engagement		
Unit/Department	Dean of Students	Strategic Plan	Completion
Academic Year	2021-2022	Executive Sponsor	Dr. Sidney McPhee
Team Members (*Indicate Team Lead)	Debra Smith, Lori Rogers, Angelica Dotson	Executive Priority	DoS visibilty to drive student engagement across all campuses
Projected Completion	Spring 2022	Project Status	
Project Purpose	The purpose of this API is to drive student engagement and foster social support for students through clubs and organization involvement.		
SMART Goal	To increase student involvement in Student Government by 40% during AY 2021-2022.		

Phase 1: Increase DoS visibility

The Dean of Students will increase classroom visits from 0-5 classroom visits to increase visibility and drive student engagement across all campuses.	Debra Smith, Angelica Dotson, Lori Rogers	Increase in classroom visits and one-on-one contact with students.	December 2021
video with the assistance of External Affairs to recruit SGA officers and increase engagement in clubs and organizations. This video will be visible in the Dean of Students D2L shell.	Debra Smith, Angelica Dotson, Lori Rogers	Video available to view in D2L	December 2021
The Dean of Students will participate in Welcome Week events to increase visibility and recruit club membership	Angelica Dotson, Lori Rogers	Increase in SGA membership	December 2021

Phase 2:

The Dean of Students office will increase diversity within the clubs and organizations student population.	Debra Smith, Angelica Dotson, Lori Rogers	Increase diversity in club membership	Spring 2022
The Dean of Students office will increase club membership.	Debra Smith, Angelica Dotson, Lori Rogers	Increase in club membership	Spring 2022

Executive Review By		Date:
ODL Review By		Date: 9/22/21
Last Updated By	Debra Smith	Date: 9/22/21

Annual Plan for Improvement

Motlow State Community College

Project Title	Prospective Student Data Tracking		
Unit/Department	Recruitment	Strategic Plan	Open Access
Academic Year	2021-2022	Executive Sponsor	Dr. Sidney McPhee
Team Members (*Indicate Team Lead)	Cindy Hall, *Dr. Erica Lee, Gary Winton, Kelsey West, Sheri Mason, Davis Seal	Executive Priority	Increase Enrollment Across the Institution
Projected Completion	August 2022	Project Status	On track
Project Purpose	Ensure outreach to prospective students to increase enrollment across the institution.		
SMART Goal	The recruitment department will retrieve prospective student information from October 2021 to August 2022 and conduct outreach to students who complete the form to increase enrollment by 2%.		

Phase 1: Student Inquiry Form Development

Create verbiage and fields for electronic prospective student inquiry form	Recruitment Team	Draft form	September 2021
Develop prospective student inquiry form	Marketing	Form development	September 2021
Purchase QR code for student inquiry form	Marketing	Electronic tracking mechanism	September 2021
Develop link on admissions landing page for student inquiry form	Marketing	Electronic tracking mechanism	October 2021

Phase 2: Review and Outreach of Prospective Students

Review spreadsheet generated from student inquiry form on a weekly basis	Recruitment Team	Identify potential students from student inquiry submittals	Weekly October 2021 to August 2022
Provide outreach to students with an inquiry form on file	Recruitment Team	Outreach for onboarding assistance and enrollment	Weekly October 2021 to August 2022

Sidney McPhee

Sid Hill

Last Updated By

Erica Lee

Date: 9/16/21

Annual Plan for Improvement

Motlow State Community College

Project Title	Intrusive Advisement for At-Risk Students		
Unit/Department	(Completion Coaches, Student Success)	Strategic Plan	Objective 2.1.1
Academic Year	2021-2022	Executive Sponsor	Dr. Sidney McPhee
Team Members (*Indicate Team Lead)	Kyle Macon (Team Lead), Completion Coach Team	Executive Priority	Strategies to Close Achievement Gaps
Projected Completion		Project Status	On track
Project Purpose	Ensure alignment with the Motlow strategic to meet goals by 2025.		
SMART Goal	The Student Success Center will improve retention by 3% through outreach and advisement of At-Risk Students by May 2022.		

Phase 1: Determine the At-Risk Population

Evaluate ARGOS report to identify prior established factors for Identifying At-Risk Students.	Kyle Macon, Veronica Mitchell	Run ARGOS Report	October 2021
Implement Ellucian CRM Advise	Kyle Macon, Veronica Mitchell	CRM is fully integrated into Moltow Systems	November 2021
Integrate Risk Factors into Ellucian CRM Advise to determine At-Risk Students	Kyle Macon, Veronica Mitchell	Parameters are fully built	November 2021
Run Test Sample of At-Risk Students from CRM Advise	Kyle Macon, Veronica Mitchell	Report pulls with less than 5% margin of error	November 2021

Phase 2:

Send coach introduction email and text outreach to At-Risk students.	Completion Coaches	Email and text sent within the first two weeks of term.	September 2021
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 until CRM Advise in place	Ongoing

Phase 3:

Additional Notes

Executive Review By	Sidney McPhee	Date: 9/17/21
ODL Review By	Meagan McManus	Date: 9/10/21
Last Updated By	Kyle Macon	Date: 9/3/21

Annual Plan for Improvement

Motlow State Community College

Project Title	Pursuance of National College Testing Association certification to enhance delivery of testing services		
Unit/Department	Testing Services	Strategic Plan	Objective 2.1.1
Academic Year	2021-2022	Executive Sponsor	Dr. Sidney McPhee
Team Members (*Indicate Team Lead)	Marie Mosley, Tina Grizzard, Belinda Champion, Yeulanda Beverly	Executive Priority	Enhance delivery of testing services
Projected Completion	June 2022	Project Status	Not started
Project Purpose	Improve skill level of testing professionals and service delivery through adherence to standards of NCTA.		
SMART Goal	Testing Services will pursue NCTA certification and complete 75% of certification process to support best practices in delivery of services.		

Phase 1: Identification of NCTA standards and implementation of standards

Complete application for NCTA certification	Marie Mosley Tina Grizzard	Acknowledgement from NCTA that application is accepted	December 2021
Provide documentation of testing center meeting NCTA standards	Marie Mosley Tina Grizzard	Continual positive feedback from NCTA during submission of documentation	March 2022
Compliance with 11 professional standards for certification	Marie Mosley Tina Grizzard	Responses from NCTA regarding being on track to complete certification	June 2022
Update website and testing guidance documents as needed during certification process	Tina Grizzard Marie Mosley	Guidance from NCTA regarding any improvements for best practices	June 2022

Phase 2:

	Sidney McPhee	
	Meagan McManus	
	Belinda Champion	

Annual Plan for Improvement

Motlow State Community College

Project Title	Improving Fall-to-Spring retention for the Fall 2021 TN Promise Cohort		
Unit/Department	Tennessee Promise	Strategic Plan	Student Success Priority
Academic Year	2021-2022	Executive Sponsor	Dr. Sidney McPhee
Team Members (*Indicate Team Lead)	Jonathan Graham	Executive Priority	Strategies to Enhance Student Persistence
Projected Completion	January 21, 2022	Project Status	On track
Project Purpose	To increase Fall-to-Spring retention of Fall 2021 Cohort of Tennessee Promise students		
SMART Goal	Increase Fall-to-Spring retention of Fall 2021 TNP cohort by 1% from the 3-year baseline average of 77.9% (Cohort Total), 76.1% (Eligible), and 83.8% (Received Funds), to 78.9% (Cohort Total), 77.1% (Eligible), and 84.8% (Received Funds).		

Phase 1:

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Send nudges via text and email to Fall 2021 cohort nudging them to register for the Spring 2022 semester	Jonathan Graham	843 students from Fall 2021 cohort registered for the Spring 2022 term	11/1, 11/15, 11/29, 12/13, 1/4, 1/11, 1/18
Send nudges via text and email to Fall 2021 Cohort nudging them to complete and submit their 8 hours of community service by the December 1 deadline in order to remain eligible for TN Promise Scholarship	Jonathan Graham	794 students from the Fall 2021 cohort registered for the Spring 2022 term and have remained TNP eligible	11/1, 11/17, 11/24, 12/1

Additional Notes

Executive Review By	Sidney McPhee	Date: 9/17/21
ODL Review By	Sid Hill	Date: 9/13/21
Last Updated By	Jonathan Graham	Date: 9/13/21

Annual Plan for Improvement

Motlow State Community College

Project Title	Achieving Accessible Articulation Agreements: 4A		
Unit/Department	External Affairs	Strategic Plan	Community & Workforce Development
Academic Year	2021-2022	Executive Sponsor	Dr. Tony Millican
Team Members (*Indicate Team Lead)	Terri Bryson	Executive Priority	Enhance communication plan across the institution
Projected Completion	June 2022	Project Status	Not started
Project Purpose	Accessibility of Articulation Agreements, improved promotion of articulation agreements, increased utilization of articulation agreements		
SMART Goal	Publish Meaningful, Accessible Articulation Agreements and Measure Utilation of New Resource as Compared to Prior Resource		

Phase 1:

Develop Plan	External Affairs Staff	The presence of a plan	10.15.2021
Present Plan & Gain Plan Support/Approval	External Affairs, Cabinet, Academic Affairs	Interdisciplinary support of the final plan	11.15.2021

Phase 2:

Execution of the plan	External Affairs	Published content for all articulation agreements	5.2022

Phase 3:

Utilization of new resources	External Affairs	The presence of completed, approved marketing materials used to drive traffic to new articulation agreements	5-2022 through 8-2022

Analysis of outcomes	External Affairs	Assessment of goals: measures that reflect whether or not there is increased utilization of the resource as compared to prior resources	9.1.2022

Additional Notes

Research will need to be completed during the planning phase to establish utilization benchmarks of the prior resources in order to measure improvement.

Executive Review By	Tony Millican	Date: 9/10/21
ODL Review By		Date: 9/10/21
Last Updated By	Terri Bryson	Date: 9/2/21

Annual Plan for Improvement

Motlow State Community College

Project Title			
Unit/Department	Workforce Development	Strategic Plan	Community and Workforce Development
Academic Year	2021-2022	Executive Sponsor	Dr. Tony Millican
Team Members (*Indicate Team Lead)	*Joy Rich Dr. Amanda Bowers	Executive Priority	Expand Workforce Program Development Across 11-County Service Area
Projected Completion	June 2022	Project Status	On track
Project Purpose	Expanding workforce opportunities for the institution		
SMART Goal	During the 2021-22 academic year, the Motlow Workforce Development team will develop and acquire workforce training solutions for our 11 county service area that will result in 2,000+ connections between students and employers, 10+ apprenticeship opportunities, and increased revenue generation by 5% or more from the previous year through grant funding and for-profit training.		

Phase 1: Creating student-employer opportunities and connections

Host a Listening Tour with our community partners to determine areas of need that will drive program planning for 2021-22	Joy Rich	Hosting Listening Tour Sessions at all four campuses with community, K-12, and industry partners	July 2021
Procure contract with YouScience aptitude assessment platform	Joy Rich	Contract with YouScience Communication of resource to students, community members, industry partners, and other external stakeholders	August 2021
Procure Handshake Platform to provide connection opportunities for students and employers for employment/apprenticeships	Joy Rich	Contract with HandShake Platform Marketing/Communication to students, instructors, and external stakeholders	August-September 2021
Launch the Motlow SkillsUSA Chapter to students, faculty, staff, and industry partners	Joy Rich	Successful marketing/recruitment drive resulting in 100+ student and faculty members. Providing leadership development training and participate in state and national SkillsUSA	August 2021- June 2022
Reinstate Motlow's Work Keys testing site accreditation in support of creating "Work Ready Communities"	Joy Rich	In collaboration with the Motlow testing center, we complete the necessary documentation to reinstate Motlow as a testing site for the Work Keys exam. Communicating this opportunity to industry and K-12 partners will increase enrollment in training programs and lead to employment opportunities.	August 2021- June 2022

Phase 2: Developing registered apprenticeship opportunities

Evaluate current workforce development training MOU's to determine potential for transition to registered apprenticeships	Amanda Bowers	Conversion of existing AEMT/EMT and Robotics training programs with industry sponsors into Registered Apprenticeship programs	
Upload all Related Technical Instruction (RTI) opportunities into the RAPIDS system to increase apprenticeship program offerings.	Amanda Bowers		

Phase 3: Increase revenue-generating training opportunities

Tasks To Be Accomplished	Owners	Success Indicators	Completion Dates
Expand ed2go offerings and increase marketing efforts	Joy Rich	In collaboration with ed2go partners, determine the top 10 courses to provide for our area. Create/upload revised program landing pages on mscc.edu site. Communicate opportunities with our American Job Centers and other regional industry and community partners.	August-October 2021
Procure ARMY CA contract through U.S. Army and ed2go	Joy Rich	Contract with Army CA/ed2go Communication of opportunity to community partners, veterans, external stakeholders	August 2021
Manage training opportunities for the Tennessee Corrections Academy with NOVA, AXON, and ASP	Joy Rich	Create MOUs with NOVA, AXON, and ASP to provide required training to attendees of the TN Corrections Academy	August-October 2021
Expand workforce training opportunities through on-ground instruction in Robotics.	Larry Flatt	Continue to serve existing industry partners and search for expansion opportunities to provide robotics training for our service area.	August 2021-June 2022
Expand workforce training opportunities through on-ground instruction in AEMT/EMT.	Houston Austin	Continue to serve existing industry partners and search for expansion opportunities to provide AEMT/EMT training for our service area.	August 2021-June 2022

Additional Notes

We will host a Listening Tour each quarter to report on our progress and current work as well as to create a continuous feedback loop with our community and industry partners to learn how we can support their developing needs and initiatives.

Executive Review By	Tony Millican	Date: 9/10/21
ODL Review By	Meagan McManus	Date: 9/10/21
Last Updated By	Joy Rich	Date: 8/27/21