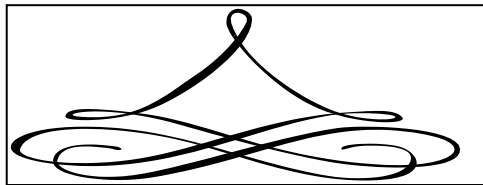


PELLISSIPPI STATE TECHNICAL COMMUNITY COLLEGE

Annual Summary of Accomplishments

2000-2005



**Prepared for the Tennessee Board of Regents
in partial fulfillment of reporting requirements
Pursuant to Strategic Planning Guidelines**

Dr. Allen Edwards, President

October 2005

**Compiled by
Dr. Sharon Yarbrough
Director, Institutional Effectiveness
Research, and Planning**

Knoxville, Tennessee

ANNUAL SUMMARY OF ACCOMPLISHMENTS for 2000-2005

This report presents a summary of institutional progress in meeting the strategic planning goals for the cycle as established benchmarks toward enrollment projections and outcomes stated in Pellissippi State Technical Community College's Strategic Goals and Benchmarks 2000-2005.

ENROLLMENT PROJECTIONS

Based on enrollment projections reported by the Tennessee Board of Regents for 2000-2005, Pellissippi State's enrollment projections were 7968 headcount and 5,335 Full Time Equivalency (FTE) for 2005. Actual enrollment for Fall, 2005, was 7685 headcount and 4963 FTE or approximately 96.4% of target.

STRATEGIC GOALS

Goal 1: Access

Enhance access to students and residents of its service delivery area through financial scholarship support, alternative methods of course delivery, and support services to all students as well as through geographically diverse sites. (TBR)

Providing increased accessibility through multiple avenues was accomplished during the 2000-2005 strategic planning cycle. There was a 55 percent increase in the number of web sections offered from Fall of 2000 and Spring of 2005. Student enrollment in web courses increased to from 3110 to 4204 during this cycle reflecting a 26.6% increase from the beginning of the cycle.

During the cycle, significant international events have evolved. The college has become an active participant in the Tennessee Association of International Educators (TAIE). This includes session presentation, planning support for meetings & events, and sharing news & insights on a state-wide listserv.

The college gives free sessions to immigrant students in local high school classrooms, adult education classrooms, and at immigrant-oriented community events regarding higher education opportunity in the USA.

Every November the English as a second language faculty facilitate a fair where their students display artifacts, food, musical instruments, and other cultural regalia. The event is publicized and domestic students are encouraged to meet, talk to, and learn about their international classmates.

Pellissippi State sends an annual delegation of domestic and international students to the Tennessee Conference for International Leadership (TNCIL). These delegates meet with undergraduate and graduate students from public and private higher education institutions throughout the state. They discuss international affairs, learn leadership skills, and complete a service project to help Tennesseans in need.

At the beginning of the fall terms the admissions office and the president's office work with the Rotary Club International to put on a welcome picnic for all new international students. Administration, faculty, and the college's entire international student population are invited. This event provides an opportunity for the students to receive a warm welcome to the institution, to make connections with peers, and to facilitate acclimation to student life in the USA.

In addition, the French Sports Exchange enjoyed another successful experience. The original purpose of the French Sports Exchange was to utilize sports and recreational activities as an avenue to foster interaction and cultural awareness among students from France and our institution.

Pellissippi State has provided reading/math tutors who contributed an average of 4000 hours each academic period during the 2000-2005 cycle in five elementary schools through the America Reads Challenge initiative. The American Reads Challenge is an initiative to ensure that every American child can read well and independently by the end of the third grade.

During the cycle, the Magnolia Avenue Campus reflected continued success. The campus showed a 24.6% enrollment increase from Fall 2001 to Fall 2005.

Goal 2: Academic Excellence and Institutional Quality

Continually strive to improve the currency, design, delivery, support, and evaluation of instructional processes and outcomes that include knowledge, skills, and attitudes acquired by students in credit and non-credit programs. (TBR)

The College's effort to improve Academic Excellence in an alternate format was accomplished with a 55 per cent increase in sections over the previous years' Web courses. In addition, there was approximately a 26% increase in Web enrollments.

All program reviews were completed as scheduled for the cycle. The review process represented the collective efforts of all full-time faculty and staff from the respective departments.

Goal 3: Accountability

Manage fiscal, human, and physical resources to meet customer needs. (TBR)

During the 2000-2005 cycle a total of 40 internal audits were completed with 30 of those audits yielding no findings. For those ten audits findings were drafted and included in the report and management has taken action to correct the discrepancies noted. State audits were completed as scheduled during the cycle.

The Integrative Planning Model was implemented for the third year. Divisions and departments submitted accomplishments for the previous year and formulated goals for each of the three fiscal years. The President's Staff approved the planning calendar for the new year. In addition, the President's annual retreats provided the venue for each division to share specific accomplishments and objectives for the coming year.

Goal 4: Workforce Development

Continue to solidify its reputation as a community leader and partner, providing a variety of training and services focusing on increased demands of workforce preparedness. (TBR)

During 2000-2005 cycle, the Business and Community Services Division (BCS) continued to serve the community and support economic and community development by providing a wide range of services and training programs. The Division served over 125 organizations and partnered with approximately 80 area businesses annually in spite of an uncertain economy that included cut backs and relocation for various companies.

The Heart of Knoxville Career Center, a one-stop resource center, was designed to offer easier access to services needed to improve or enhance the lives of Empowerment Zone (EZ) residents. Providing career and educational opportunities through onsite workshops, career counseling, financial assistance for training, supportive services, assessments, adult education, and a resource center complete with computers, books, and videos. During the strategic planning cycle, the Career Center has served a total of 4297 new customers. The Career Center has awarded over \$1 million in mini-contracts to other agencies and organizations to conduct outreach or provide occupational specific training to over 700 EZ residents. Some notable contracts include vocational assistance for ex-offenders (Public Defenders), high school diploma program (the Center School), construction trades (East TN Mechanical Contractors, Sheet Metal Workers, and All-for-One Construction), outreach and job readiness preparation (People Empowering People Project, YWCA, and Knox County Christian Women's Job Corps), and intensive basic computer training (Lighthouse Ministries). Through our EZ Training Scholarship Program, we have provided approximately \$ 200,000 in financial assistance to over 158 EZ residents to obtain knowledge and skills to pursue their career of choice. The Career Center hosts job fairs annually featuring over 50 area employers. Through this and other job referrals, we have assisted over 200 customers with obtaining full-time employment and provided job referrals to over 1000 customers.

The Prometric Center was managed through the Testing Center. Prometric testing and administration of the ACT exam increased approximately 40 percent during the cycle. The Center provided computer-delivered certification and licensure tests for the trades and professions, workplace skills assessments, continuing education courses in a broad array of disciplines, skill-specific training in selected fields, and distance learning opportunities.

During the cycle, the ACT Training Center delivered training and testing services to individuals, employers, and professional organizations using computer-based technologies, the Internet, and other cutting-edge processes. In addition, skill-specific training through 2300 computer-based and Web-based courses developed by leading courseware providers was provided at the Center.

Goal 5: Articulation

Continue to expand opportunities for students to participate in articulated programs with other colleges and universities. (TBR)

Articulation agreements remain current with Art Institute of Atlanta, ETSU, LMU, Maryville College, TN Tech, TN Wesleyan, Tusculum College and the University of Tennessee, Knoxville. A new articulation agreement was finalized to allow the E-Commerce/Marketing, Management, and Office Systems Technology AAS programs to transfer into the Bachelor of Professional Students program at ETSU. A cohort on the PSTCC campus will begin Fall 2006, pending sufficient enrollment. Eighty-three articulation agreements were updated with the University of Tennessee, Knoxville (UTK). Four new articulation agreements were approved with UTK: Pre-Veterinary Medicine, Special Education, Bachelor of Fine

Arts/Studio Art, and Bachelor of Fine Arts/Graphic Design. Eleven new transfer agreements in education were approved with Tusculum College. Future articulation activity will focus on revision of existing agreements.

Goal 6: Employee Development

Enhance the environment that supports the employees of the College through effective human resource systems, including compensation, benefits, employee assistance, training, rewards, recognition, and professional development. (PSTCC)

Geier goals were addressed during the strategic planning five-year cycle. While budgetary constraints limited certain progress, recruiting and advertising practices were continued with enhancements. In addition, faculty and staff participated in various professional development activities.

GOAL 7: FACILITIES

Plan, construct, operate, maintain, and renovate facilities to meet the educational and operational needs of the college community, to enhance the aesthetic and recreational aspects of college life, and to meet governmental and legislative standards. (PSTCC)

The Campus Master Plan for facilities was prepared, finalized and accepted annually by the Tennessee Higher Education Commission. The Master Plan served as a planning document during the 2000-2005 cycle. Various enhancements were completed.

GOAL 8: TECHNOLOGY

Maintain distinction as a leading technical college and sustain efforts to educate students for the technology needed to compete in today's and tomorrow's workforce. (PSTCC)

Departments increased the implementation of distance learning courses with multiple sections, resulting in steady growth information integration and technology skills. The number of students enrolled showed a 6.2 percent increase from 4,324 to 4,612 during the cycle.

Pellissippi State's Information Technology Plan was fully operational through the continued use of the Technology Access Fees (TAF). The IT plan provides opportunities for enhancements in the instructional and administrative use of technology.

GOAL 9: COMMUNITY INTEGRATION

Continue to build on the College's position as a strong community partner, providing cultural and social opportunities to the population of its service area. (PSTCC)

"Community Outreach and Involvement" remained a focused endeavor of the College. The Magnolia Avenue Campus extended invitations to citizens of the Center City, Eastern (urban and rural), Northeastern, and Southern areas of Knoxville through the opening of the Magnolia Avenue Campus. In addition, the Parkway Campus serves as a facility for cultural and public meetings. Since 2004, duplicate headcounts revealed that 7,590 participated in cultural events and that 14,960 participated in public meetings.