



**Quarterly Board Report
on**

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September, 2011

SATISFACTION REPORT

Satisfaction Report September 2011

Background

Satisfaction data for the 2011 Board of Regents Report comes from the Noel-Levitz Student Satisfaction Inventory (SSI) which was conducted in the fall semester, 2010. This survey was conducted with Brazosport College students previously in 2008, and data from that survey were presented to the Board in 2009.

The Noel-Levitz SSI was developed to assess the satisfaction of students on a number of key items while also measuring the importance of each item. The survey includes questions in areas such as academic advising/counseling, registration effectiveness, instructional effectiveness, academic success, and safety and security. In 2010 the SSI included 178,116 student respondents from 204 two-year colleges in 38 states and one Canadian province. The local survey included 542 Brazosport College students. These data are presented as bullet points with key findings. This information is shared with the college community and provides important data for the Planning and Institutional Effectiveness Council. The complete report can be found at <http://www.brazosport.edu/ir> on the survey webpage link.

SSI Satisfaction with Programs and Services

The Noel-Levitz SSI provides measures related to the importance of college services and how satisfied students are with these services. From these two measures, a difference is calculated and compared to all community college respondents. These services cluster in the following areas:

- Academic Advising and Counseling
- Academic Success
- Admissions and Financial Aid
- Campus Climate
- Campus Support Services
- Concern for the Individual
- Instructional Effectiveness
- Registration Effectiveness
- Responsiveness to Diverse Populations
- Safety and Security
- Service Excellence
- Student Centeredness

Overall, students rated Brazosport College very well compared to students who responded from all community colleges. In fact, in all of the above areas Brazosport

College student responses were more positive when compared to student responses from other community colleges in the survey. Some highlights from the survey are listed in the following points:

Survey Highlights:

- Student responses to satisfaction items were higher on all items in 2010 compared to the responses on the 2008 survey. Also, students indicated a higher level of satisfaction on all items for Brazosport College compared to the national survey averages.
- One of the highest rated satisfaction items was in Academic Services where students rated “Computer labs are adequate and accessible” very highly.
- An area that indicated opportunity for improvement was in Safety and Security in “The amount of student parking space on campus is adequate”. This received the lowest satisfaction rating overall but was not surprising because the survey was conducted while campus construction was occurring and student parking was affected. We anticipate a higher level of satisfaction with parking now that contractors have moved from parking lots.
- Students rated the library highly on “Library resources and services are adequate” and “Library staff are helpful and approachable”. These items are found in the Academic Services area.
- Under Registration Effectiveness, students responded positively that “Policies and procedures regarding registration and course selection are clear and well-publicized” and “Classes are scheduled at times that are convenient for me”.
- Student respondents in the survey were satisfied with the faculty’s knowledge in their fields and their availability after class and during office hours.

SSI Satisfaction Means
Brazosport College 2010 Means Compared to 2008 Means
and National Community College 2010 Means

Survey Area	BC 2010 Means	BC 2008 Means	Natl CC 2010 Means
Academic Services	5.66	5.38	5.46
Registration Effectiveness	5.60	5.37	5.43
Responsiveness to Diverse Populations	5.52	5.34	5.49
Instructional Effectiveness	5.51	5.21	5.42
Service Excellence	5.51	5.22	5.28
Student Centeredness	5.49	5.23	5.38
Academic Advising/Counseling	5.46	5.07	5.21
Campus Climate	5.45	5.18	5.31
Concern for the Individual	5.42	5.11	5.24
Admissions and Financial Aid	5.29	5.08	5.14
Campus Support Services	5.18	4.94	4.97
Safety and Security	5.17	5.05	5.00

Scale: 1=Not satisfied at all, 2=Not very satisfied, 3=Somewhat dissatisfied, 4=Neutral, 5=Somewhat satisfied, 6=Satisfied, 7=Very satisfied

Brazosport College student responses on the SSI compare favorably to responses given by students at other community colleges. Compared to 2008 responses, Brazosport College SSI satisfaction data improved in all areas of the survey. These results mirror the trends from the Community College Survey of Student Engagement (CCSSE) which has experienced a positive increase in student satisfaction over the past several years. Brazosport College has implemented several initiatives over this time period that may have impacted student satisfaction.

Three other survey items from the SSI give information about student satisfaction with Brazosport College. These items relate to meeting student's expectations, their experience at BC, and choosing to enroll at BC again.

Survey Item 1	2008	2010
So far, how has your college experience met your expectations?	4.73	4.82

Scale: 1=Much worse than expected, 2=Quite a bit worse than I expected, 3=Worse than I expected, 4=About what I expected, 5=Better than I expected, 6=Quite a bit better than I expected, 7=Much better than expected

On average, the students rated their overall experience at Brazosport College between somewhat satisfied and satisfied. They also rated this item higher than in the previous survey.

Survey Item 2	2008	2010
Rate your overall satisfaction with your experience here thus far	5.38	5.49

Scale: 1=Not satisfied at all, 2=Not very satisfied, 3=Somewhat dissatisfied, 4=Neutral, 5=Somewhat satisfied, 6=Satisfied, 7=Very satisfied

If students had to reconsider their college choice, they would probably enroll at Brazosport College again. This survey item received the highest average rating of the three, and it also was rated higher than the previous survey.

Survey Item 3	2008	2010
All in all, if you had to do it over, would you enroll here again?	5.74	5.76

Scale: 1=Definitely not, 2=Probably not, 3=Maybe not, 4=I don't know, 5=Maybe yes, 6=Probably yes, 7=Definitely yes

The Noel-Levitz Student Satisfaction Inventory which is administered in the even-numbered years will be administered again in the fall of 2012, and those results will be available in the spring of 2013. The Community College Survey of Student Engagement will be administered this spring, 2012 and results will be available the fall of 2012.



**Community Education – Course/Instructor Evaluations
Satisfaction Report
September 2010 to August 2011**

Community Education (CE) course instructors administer Course Evaluation Surveys at the last class meeting to determine satisfaction with course delivery. These student responses were summarized by the Office of Institutional Research. This report includes a summary of all forms received between September 2010 and August 2011.

Course Evaluation Summary – Community Education

	Agree	Disagree	Does not apply
1. My instructor covers content in an orderly manner	420	10	4
	96.8%	2.3%	.9%
2. My instructor has one or more distracting mannerisms that interfere with my ability to concentrate	46	324	39
	11.2%	79.2%	9.5%
3. My instructor uses teaching methods that help me learn	413	17	8
	94.3%	3.9%	1.8%
4. My instructor returns work (tests, papers, etc) within a reasonable period of time	288	9	132
	67.1%	2.1%	30.8%
5. My instructor seems well-prepared for class	408	16	5
	95.1%	3.7%	1.2%
6. My instructor provides clear, written copies of classroom policies	345	9	81
	79.3%	2.1%	18.6%
7. My instructor is inconsistent in following classroom policies	115	265	43
	27.2%	62.6%	10.2%
8. My instructor maintains a classroom free of disruptions	420	16	9
	94.4%	3.6%	2.0%
9. My instructor begins class on time	434	9	1
	97.7%	2.0%	.2%
10. My instructor consistently ends class at the scheduled time	422	14	3
	96.1%	3.2%	.7%
11. My instructor uses class time well	405	26	1
	93.8%	6.0%	.2%
12. My instructor seems impatient with questions and comments from students	64	356	16
	14.7%	81.7%	3.7%
13. My instructor uses audio-visual aids effectively (chalkboard, video, projector, etc)	416	10	18
	93.7%	2.3%	4.1%

14. My instructor is enthusiastic about teaching	423	16	6
	95.1%	3.6%	1.3%
15. My instructor helps me improve my ability to think and solve problems	405	19	19
	91.4%	4.3%	4.3%
16. My instructor inspires learning in a positive manner	428	11	8
	95.7%	2.5%	1.8%
17. My instructor encourages students to ask questions and express opinions	430	8	4
	97.3%	1.8%	.9%
18. My instructor communicates at a level that is easy for me to understand	430	9	1
	97.7%	2.0%	.2%
19. My instructor relates course content to everyday life and-or the workplace	410	15	16
	93.0%	3.4%	3.6%
20. My instructor spends too much class time sharing irrelevant-personal information	42	378	24
	9.5%	85.1%	5.4%
21. My instructor is prepared for class meetings	420	11	14
	94.4%	2.5%	3.1%
22. I am interested in being in this class	436	9	4
	97.1%	2.0%	.9%
23. I am interested in learning the material	444	4	0
	99.1%	.9%	.0%
24. This class is challenging to me intellectually	324	103	17
	73.0%	23.2%	3.8%
25. I cut this course more frequently than other courses	23	351	69
	5.2%	79.2%	15.6%
26. Materials, supplies, and equipment related to the class meet my expectations	407	18	16
	92.3%	4.1%	3.6%

There are five additional items on the survey that the respondents use to rate the course on a scale from 1 to 10 (1 being the lowest and 10 being the highest). Those items and their averages are listed in the following table.

	Mean
My level of satisfaction of the course is:	8.96
The overall quality of the course is:	9.08
To what extent did this course meet your needs?	8.87
The degree to which I consider my instructor to be experienced and professional	9.41
How comfortable was the temperature in the classroom? (1 being too cold, 10 being too hot)	6.15

These averages show that students rate the CE courses highly.



**Satisfaction Report
September 2010 – August 2011**

The Center for Business/Industry Training (CBIT) provides a number of services for local business and industry. These services include:

- Safety Training
- Grant Training
- Facilities Arrangements
- Course Development
- Computer Training
- Professional Development
- Web-based Training
- Consulting

The responses below are from all course surveys, which include internal CBIT instructors as well as external client and vendor instructors. From September 2010 through August 2011, over 1,200 participants in training classes responded to the majority of these items. These questionnaires were given to students at the end of the course to evaluate different categories of course delivery.

Satisfaction with Courses and Instruction - CBIT Classes

Survey Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Strongly Agree/Agree
1. Overall, I was satisfied with the pre-course activities.	51%	41%	6%	1%	0%	92%
2. I had the information required to register and begin this course.	53%	44%	2%	1%	0%	97%
3. The facility was satisfactory.	57%	37%	2%	3%	0%	94%
4. From the time I first tried to register – the timeframe was reasonable.	52%	39%	4%	3%	2%	91%
5. I clearly understood the course objectives.	58%	40%	2%	0%	0%	98%
6. The course met all of its stated objectives.	61%	36%	2%	0%	0%	97%
7. The delivery method(s) was an effective way for me to learn this subject matter.	62%	34%	3%	1%	0%	96%
8. Participant materials were useful during this course.	59%	36%	4%	1%	0%	95%
9. Total time in class was appropriate for this course.	53%	38%	5%	4%	1%	91%
10. The course content was logically organized.	58%	39%	2%	1%	0%	97%
11. The balance of time between lecture and other learning methods was effective.	57%	35%	4%	3%	1%	92%
12. Overall, the instructor was effective.	74%	24%	1%	0%	0%	98%
13. My knowledge &/or skills increased as a result of this course.	59%	37%	3%	0%	0%	96%
14. The knowledge &/or skills gained through this course are directly applicable to my job.	61%	35%	3%	0%	0%	96%
15. Overall, I was satisfied with this course.	60%	36%	2%	1%	0%	97%

The responses to these items reflect a high level of satisfaction with all fifteen items. The “Strongly Agree” and “Agree” choices were calculated and their sum appears in the last column of the table. Overall, 97% of the respondents indicated that they were satisfied with their courses.



BRAZOSPORT COLLEGE
SMALL BUSINESS
DEVELOPMENT CENTER

Satisfaction Report on Consulting Services

June 2010 to June 2011

The Small Business Development Center (SBDC) offers consulting services to small business clients with existing companies or clients who are starting new business ventures. The mission of the SBDC is to help businesses become established, grow, and succeed by providing low cost seminars and free confidential business consulting. The goal of the SBDC Network is to assist clients in creating jobs, starting and expanding businesses, and obtaining capital when required.

From June 2010 to June 2011, **24 clients completed and returned customer satisfaction surveys.** Clients responded to the following items as follows:

Item	Excellent	Very Good	Good	Fair	Poor	No Response
1. My working relationship with the SBDC Consultant was	17	5	2			
2. The business knowledge of the SBDC Consultant was	16	6	2			
3. The Consultant's response to my needs was	18	5	1			
4. The SBDC Consultant's suggestions were	16	6	2			
5. Rate the Consulting Services you received	19	4	1			

Would you recommend SBDC services?	Yes	No
Percentages	100%	0%

As indicated by the data above, the SBDC is providing services that its clients rated very highly.

CLOSING THE GAPS

**Closing the Gaps
Board of Regents Fall, 2011**

In October 2000, the Texas Higher Education Coordinating Board (THECB) adopted *Closing the Gaps by 2015: The Texas Higher Education Plan* (CTG). The goal of the Plan was to close educational gaps by focusing on the critical areas of participation, success, excellence, and research. At the Plan’s inception, a primary goal and a number of supporting objectives were adopted for each of the CTG goals. Periodically, the goals are adjusted to reflect changes in population. All colleges were required to adopt similar goals and establish milestones to assist the State in reaching the goals set by the THECB. The following information reflects the status of Brazosport College’s effort to assist the State in the attainment of key goals.

Goal 1: Participation:

Increase the enrollment at Brazosport College to 4,413 by 2015 and to 4,814 by 2020. Supporting objectives include increases in the participation of the three ethnic groups: White, African American, and Hispanic. The targets are analyzed annually as directed by the Texas Higher Education Coordinating Board and if necessary, targets are revised.

Enrollment – All Students:

Fall Semester	Target	Enrollment
2002	4,137	4,097
2003	4,275	3,679
2004	3,937	3,503
2005	3,598	3,606
2006	3,680	3,808
2007	3,752	3,751
2008	3,920	3,887
2009	4,000	3,866
2010	3,936	4,174
2011	4,220	4,249

*Enrollment as of 9/06/2011

Status: Ahead of target.

Enrollment targets (percentages) for ethnic groups:

Ethnicity	2002 Actual	2007 Actual	2008 Actual	2009 Actual	2010 Actual	2011* Actual	2011 Predicted	2015 Predicted
White	66.88	63.10	63.03	62.93	57.71	58.76	60.45	57.0
African American	6.81	7.30	7.28	8.08	6.88	7.57	8.02	9.0
Hispanic	23.80	27.50	27.81	26.87	27.29	31.83	29.37	31.5

*As of 9/06/2011. Excludes students not reporting their ethnicity.

Because “ethnicity” was split into two parts and is now separate as race and ethnic items, many students choose to either not respond to these items on the application, or respond to the race item only, resulting in a relatively high unreported ethnicity

percentage (e.g., 16.27% unreported ethnicity for fall 2011). Brazosport College is working on a solution to this issue for implementation for Spring 2012 registration.

The 2011 ethnicity percentages exclude those students who did not report their ethnicity in order to more fairly compare previous semesters and CTG targets. Fall 2011 Actual ethnicities are close to the predicted 2011 CTG targets and exceeded the 2015 CTG targets for the White and Hispanic ethnicities. Progress is being made in the African American ethnicity, showing an increase from the previous fall semester.

Goal 2: Success

Increase the awarding of degrees and certificates from high quality programs. The supporting objectives are to increase the number of degrees and certificates of three ethnic groups: White, African American, and Hispanic.

Increase the number of degrees and certificates:

Academic Year	Number of Degrees and Certificates				Target
	White	African-American	Hispanic	Total	
2001-02	257	27	108	397	370
2002-03	273	32	107	416	377
2003-04	297	45	102	458	383
2004-05	221	33	101	364	390
2005-06	206	22	92	322	396
2006-07	222	15	103	345	413
2007-08	270	18	116	417	375
2008-09	249	25	102	380	381
2009-10	296	26	137	468	459

Status: Target was met in academic years 2001-2004, and 2008-2010 but not met in academic years 2004-2007.

Increasing the number of degrees and certificates as well as 30-hour transfers is an institutional goal that has been established by Brazosport College for some time, and the efforts of the college community have been effective.

**VISION
2015
UPDATE**

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I. RESPONDING TO EXTERNAL GROUPS

Objective	Link to Principles	Strategic Intent/Milestone	Responsibility	Timeline	Cost Estimate	Completion
To increase graduate and certificate numbers	2.3, 3, 6.2, 6.4, 6.7	Review state accountability measures and use data as benchmarks to improve programs and services for students	Office of Institutional Research	12/07	Staff Time	X
		Increase number of students (excluding dual credit) with decided majors from 79% to 82%	Dean, Student Services/ Faculty and Staff	9/07-9/08	Staff Time	X
		Increase career-decision making intervention strategies for dual credit students by at least five new outreach activities	Dean, Student Services/ Faculty and Staff	9/07-9/08	Staff Time	X
Respond to legislative and Texas Higher Education board requirements	2.4, 3, 5, 6.2, 6.4	Develop online course syllabi, faculty curriculum vitae, and end-of-course evaluation reports to meet legislative requirement	Dean, Educational Programs and Services and Dean, Information and Community Resources	6/09-8/10	Staff Time	X
		Meet Closing the Gaps goals for participation and success	Dean, Student Services and Dean, Educational Programs and Services	On-going	Staff Time	
		Develop information for Coordinating Board site visit to evaluate the Bachelor of Applied Technology Degree program	Dean, Educational Programs and Services and BAT Program Faculty	10/09	Staff Time	X
Promote legislative program	1.3, 4.1, 4.2, 4.3	Stress importance of college programs to community	Board, Faculty, and Foundation and Staff	On-going	Staff Time + Publicity	

Note: 2011 Milestones are in bold. Student Success milestones are in yellow.

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Objective	Link to Principles	Strategic Intent/Milestone	Responsibility	Timeline	Cost Estimate	Completion
		Work to increase state appropriations	Board, Faculty, and Foundation and Staff	On-going	Staff Time + Publicity	
		Develop advocacy plan to defeat proportionality	Board, Faculty, and Foundation and Staff	4/06-5/07	Staff Time	X
		Monitor activities of the Texas Higher Education Coordinating Board and Texas Legislature related to proportionality and funding	Board, Faculty, and Foundation and Staff	5/09	Staff Time	X
Implement Quality Enhancement Plan	2.2, 2.6, 3, 6.3, 6.7	Coordinate tutoring program with changes in transitional education	Director, Learning Assistance and Instructional Media	1/07	Staff Time	X
		Increase scope of tutorial program and of faculty and staff professional development in goal tracking and active learning strategies	Dean, Educational Programs and Services	1/07-9/09	\$40,000	X
		Hire two study skills faculty	Dean, Human Resources and Payroll	9/07	\$90,000	X
		Implement Quality Enhancement Plan	Dean, Educational Programs and Services and Faculty	9/07-9/10	Staff Time	X
Implement Achieving the Dream Program	2.2, 2.3, 2.6, 6.3, 6.7	Develop plan for improving success in transitional education courses	Dean, Educational Programs and Services, and Director, Transitional Education	3/07	Anticipated Grant of \$100,000 annually for 4 years	X
		Submit proposal for Achieving the Dream Implementation Grant	Dean, Educational Programs and Services	5/07	Staff Time	X

Note: 2011 Milestones are in bold. Student Success milestones are in yellow.

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Objective	Link to Principles	Strategic Intent/Milestone	Responsibility	Timeline	Cost Estimate	Completion
		Implement Achieving the Dream grant for improving student success in transitional education courses	Dean, Educational Programs and Services and Director, Transitional Education and Faculty	5/07-6/11	\$400,000	X
		Pilot flexible curriculum for transitional educational courses	Dean, Educational Programs and Services	8/11	Staff Time	X
		Develop system to track student learning outcomes	Faculty and Dean, Educational Programs and Services	8/11	Staff Time and \$7,500	X

Note: 2011 Milestones are in bold. Student Success milestones are in yellow.

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II. MEETING NEEDS OF STUDENTS

Objective	Link to Principles	Strategic Intent/Milestone	Responsibility	Timeline	Cost Estimate	Completion
Implement Student Success Initiative	1.1, 1.2, 2.1, 2.4, 2.6, 6.8	Develop strategies to implement student success goals:	Deans' Council	1/10-5/12	Staff Time	
		<ul style="list-style-type: none"> • Maintain course completion rate above State average • Implement strategies to increase the number of degrees/certificates awarded and 30-hour transfers by 12% • Maintain percentage of contact hours taught by full-time faculty at 10% above State average • Increase pass rates on State licensure exams by having each area exceed the State average • Increase success in transitional education courses by 11% • Increase success in gatekeeper courses by 30% • Increase standard score on Academic Challenge benchmark from CCSSE to 48 		Ongoing		
				5/12		
				Ongoing		
				Ongoing		
				5/11		X
				5/11		X
				5/12		
Develop ways to link students to the college	1.1, 1.2, 2.1, 2.4, 2.6, 6.8	Develop goal setting program for students	Dean, Educational Programs and Services	12/07	Staff Time	X
		Implement GED/ESL to certificate transition plan	Dean, Information and Community Resources and Director, Community Education	12/11	Staff Time	

Note: 2011 Milestones are in bold. Student Success milestones are in yellow.

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Objective	Link to Principles	Strategic Intent/Milestone	Responsibility	Timeline	Cost Estimate	Completion
		Identify additional financial resources for students	Dean, Student Services and Brazosport College Foundation	12/10	Staff Time	X
		Brazosport College and the Brazosport College Foundation will implement strategies to identify \$500,000 in new scholarship funds to support students enrolling at Brazosport College	College Faculty and Staff and Brazosport College Foundation	9/1/10-8/31/11	Staff Time	X
		Evaluate the current administrative computer system to determine need for greater functionality	Technology Planning Committee	1/11-1/13	Staff Time	
		Provide additional support for dual credit programs by expanding participation at Brazosport High School and developing a plan to communicate requirements for college level work	Dean, Educational Programs and Services and Dean, Student Services	9/06-12/07	Staff Time	X
		Develop guidelines for faculty teaching on high school campuses	Dean, Educational Programs and Services	9/07	Staff Time	X
		Study early college programs and applicability for Brazosport College	Deans' Council	12/09	Staff Time	X
		Explore ways of reducing textbooks costs by using other resources	Dean, Educational Programs and Services and Division Chairs	6/12	Staff Time	
		Work with local school districts to introduce Learning Frameworks course	Dean, Educational Programs and Services and Director, Transitional Education	6/10	Staff Time	X

Note: 2011 Milestones are in bold. Student Success milestones are in yellow.

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Objective	Link to Principles	Strategic Intent/Milestone	Responsibility	Timeline	Cost Estimate	Completion
		Expand Learning Frameworks course to include all new students	Dean, Educational Programs and Services	9/10-5/11	\$80,000	X
		Develop strategies to increase the number of students applying for financial aid	Dean, Student Services	8/09	Staff Time	X
		Develop and implement a plan to help dual credit students complete 30 or more semester credit hours prior to graduation	Dean, Student Services	12/09	Staff Time	X
		Implement program for online courses for dual credit students	Dean, Educational Programs and Services and Dean of Students	11/09	Staff Time	X
		Study tuition and fee costs for dual credit students	Dean, Educational Programs and Services and Dean, Student Services	9/11	Staff Time	
		Develop comprehensive enrollment management plan to include an evaluation of providing targeted services for special populations including veterans	Dean, Student Services and Student Services Staff	1/10-1/12		
		Research best practices and develop a recommendation for faculty advisement	Dean, Student Services and Dean, Educational Programs and Services	12/10	Staff Time	X
		Work with faculty to develop advisors in specific program areas	Student Services and Dean, Educational Programs and Services	5/12	Staff Time	
		Develop plan for writing center	Director, Transitional Education and Dean, Educational Programs and Services	12/10	\$50,000	X

Note: 2011 Milestones are in bold. Student Success milestones are in yellow.

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Objective	Link to Principles	Strategic Intent/Milestone	Responsibility	Timeline	Cost Estimate	Completion
		Work with local cities to develop public transportation system for students	Dean, Administrative and Business Services and Dean, Information and Community Resources	4/09-6/10	~\$50,000	X
Define measures for assessing student success	1.1, 1.5, 2.2, 6.3	Develop process for student input in student learning outcomes	Dean, Educational Programs and Services	9/06-12/07	Staff Time	X
		Use data from the Community College Survey of Student Engagement and Student Satisfaction Inventory to study ways of improving programs and services for students	Faculty and Staff	6/06-6/08	Faculty/ Staff Time	X
		Study data such as SENSE and CCSSE and develop First-Year Experience program	Dean, Student Services	12/10	Staff Time	X
		Implement a comprehensive First-Year Experience Program for students	Student Services	9/12	Staff Time	
		Define and assess data on student success and report to college community	Director, Institutional Research and Planning and Institutional Effectiveness Council	6/06-6/08	Faculty/ Staff Time	X
		Develop process to survey dual credit students regarding experiences with educational programs	Director, Institutional Research and Planning and Institutional Effectiveness Council	6/09	Staff Time	X
		Develop faculty survey regarding attainment of goals for Achieving the Dream and the Quality Enhancement Plan	Director, Institutional Research and Dean, Educational Programs and Services	12/08	Staff Time	X

Note: 2011 Milestones are in bold. Student Success milestones are in yellow.

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Objective	Link to Principles	Strategic Intent/Milestone	Responsibility	Timeline	Cost Estimate	Completion
		Use data to share information about trends and forecasts	Deans' Council and Directors	1/12	Staff Time	
Target awareness to segments of the population	1.1, 1.2, 1.4, 1.5	Define target populations	Director, Public Information and Communications	8/05-8/08	Staff Time	X
		Update college website and develop process for ensuring information is correct	Dean, Information and Community Resources and College Community	12/07	\$50,000	X
		Develop comprehensive marketing plan for student recruitment	Director of Development, Director, Public Information, and Dean, Student Services	1/11-12/12	~\$25,000	
		Explore strategies to build full-time student enrollment	Student Services and Dean, Educational Programs and Services	9/12	Staff Time	
Implement campus-wide customer service program	2.1, 2.2, 2.3, 2.6, 6.1, 6.2, 6.5, 6.7	Improve student registration by: <ul style="list-style-type: none"> • Reducing wait time for services • Meeting students' needs on first trip to campus • Developing a process to share information • Developing communication strategies for non-traditional students • Study role of faculty in student advisement/registration 	Dean, Student Services, Division Chairs, and College Community	4/05-9/08	Staff Time	X

Note: 2011 Milestones are in bold. Student Success milestones are in yellow.

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Objective	Link to Principles	Strategic Intent/Milestone	Responsibility	Timeline	Cost Estimate	Completion
		<ul style="list-style-type: none"> Assigning email addresses to all students at registration and developing systems to provide communication link 				
		Develop a customer service training program for college staff	Deans' Council	12/11	Staff Time	
		Develop strategies to handle phone calls more efficiently during registration	Student Services and Director, Public Information and Communication	7/11	Staff Time	X
		Promote use of electronic communication and online registration with students	Dean, Student Services and Dean, Educational Programs and Services	5/10	Staff Time	X
		Consider using website for course schedule to reduce printing costs	Student Services and Dean, Educational Programs and Services	9/11	Staff Time	
		Review the use of technology and develop strategies to use technology more efficiently in areas such as use of website for information and use of student email accounts	Student Services and Director, Public Information and Communication	8/12	Staff Time	
		Develop plan for promoting college services using a variety of media	Assistant to the President and Executive Director of Development, and Dean, Student Services	12/10	Staff Time	X

Note: 2011 Milestones are in bold. Student Success milestones are in yellow.

VISION 2015

Objective	Link to Principles	Strategic Intent/Milestone	Responsibility	Timeline	Cost Estimate	Completion
		Develop ways to market college to the community highlighting such areas as certificate programs, cost savings, facilities and student success	Assistant to the President and Executive Director of Development and Director, Public Information and Communication	9/12	Staff Time	
		Study support for part-time students to include engagement opportunities	Dean, Student Services	6/11	Staff Time	X
Implement procedures to improve communications during emergencies	1.1, 1.3, 3	Study location of critical information technology services at off-site location	Director, Information Technology and Dean, Information and Community Resources	6/06-6/07	To Be Determined	X
		Develop comprehensive plan to respond to on-campus emergencies	Emergency Planning Committee	12/08	Staff Time	X
		Practice emergency drills and procedures	Director, College Services and Emergency Planning Committee	5/11	Staff Time	X

Note: 2011 Milestones are in bold. Student Success milestones are in yellow.

VISION 2015

III. DEVELOPING EDUCATIONAL PROGRAMS TO MEET NEEDS

Objective	Link to Principles	Strategic Intent/Milestone	Responsibility	Timeline	Cost Estimate	Completion
Develop Allied Health programs (both credit and non-credit)	1.1, 4.1, 4.2, 4.3, 6.4, 6.5	Develop new Allied Health programs: <ul style="list-style-type: none"> • Registered Nursing • Other Health Care programs 	Dean, Educational Programs and Services and Dean, Information and Community Resources	9/05-12/10	To Be Determined	X
		Evaluate LVN to RN bridge program	Dean, Educational Programs and Services	5/11	Staff Time	X
		Hire Allied Health faculty: <ul style="list-style-type: none"> • Allied Health Chair – 5/07 • 1 Registered Nurse Faculty – 5/07 • 1 Registered Nurse Faculty – 9/08 • 1 Registered Nurse Faculty – 9/09 	Dean, Human Resources and Payroll	4/05-12/09	\$330,000	X X X X
		Develop plans for on-campus workforce programs	Dean, Educational Programs and Services and Dean, Information and Community Resources	4/05-4/07	Staff Time	X
		Develop continuing education program for healthcare workers	Director, ADN Program and Healthcare Programs and Director, Community Education	9/12	Staff Time	
		Develop health professions program with both credit and non-credit courses	Director, Health Professions Division and ADN Program and Program Coordinator, Healthcare	9/12	Staff Time	

Note: 2011 Milestones are in bold. Student Success milestones are in yellow.

VISION 2015

Objective	Link to Principles	Strategic Intent/Milestone	Responsibility	Timeline	Cost Estimate	Completion
		Study need for Cosmetology program	Dean, Educational Programs and Services and Dean, Information and Community Resources	12/10	Staff Time	X
Develop new associate degree programs	1.1, 4.1, 4.2, 4.3, 6.4, 6.5	Offer degree program in Nuclear Power Technology	Dean, Educational Programs and Services	9/09	\$50,000	X
Develop courses to meet student needs	1.1, 4.1, 4.2, 4.3, 6.4, 6.5	<p>Explore the addition of a business writing course to the Writing Center and Community Education curriculum</p> <p>Work with faculty to develop additional online courses</p> <p>Develop statistics track to meet math requirement</p>	<p>Associate Dean, Instructional Effectiveness and Student Services</p> <p>Dean, Educational Programs and Services</p> <p>Division Chair, Mathematics and Science and Dean, Educational Programs and Services</p>	<p>12/11</p> <p>9/12</p> <p>9/11</p>	<p>Staff Time</p> <p>Staff Time</p> <p>Staff Time</p>	
Expand baccalaureate program	1.1, 4.3, 6.1	<p>Develop new baccalaureate programs (possible programs are):</p> <ul style="list-style-type: none"> • General Technology Management-9/07 • Safety, Health, Environment-9/07 • Business Management-9/07 	Dean, Educational Programs and Services	9/07		X

Note: 2011 Milestones are in bold. Student Success milestones are in yellow.

VISION 2015

Objective	Link to Principles	Strategic Intent/Milestone	Responsibility	Timeline	Cost Estimate	Completion
		Develop articulation agreements with community colleges for BAT degree	Director, BAT and Dean, Educational Programs and Services	12/09	Staff Time	X
		Evaluate market and do feasibility study for an online BAT degree	Dean, Educational Programs and Services	2/09	\$40,000	X
		Explore the addition of a second degree to the baccalaureate program	Dean, Educational Programs and Services	9/1/10 to 9/30/11		
Develop university partnerships	1.1, 2.5, 3, 4.3, 6.3	Deliver Master of Business Administration program	Dean, Educational Programs and Services and Dean, Information and Community Resources	12/07	Staff Time	X
		Develop articulation agreements with transfer colleges and universities	Dean, Student Services and Dean, Educational Programs and Services	1/10-12/11	Staff Time	
Expand programs throughout service area	1.2, 1.3, 4.5, 6.2, 6.4, 6.7	Continue to monitor need for educational programs and services in northern part of service area	President and Dean, Administrative and Business Services	On-going	Staff Time	
		Review community/college services for special needs students	Dean, Student Services	9/07-9/08	Staff Time	X
Implement plan to review college programs	1.5, 2.4, 6.2	Complete college-wide program review including both instructional and administrative departments	Deans' Council	9/10-9/12	Staff Time	

Note: 2011 Milestones are in bold. Student Success milestones are in yellow.

VISION 2015

Objective	Link to Principles	Strategic Intent/Milestone	Responsibility	Timeline	Cost Estimate	Completion
Develop plan to meet industry training needs	1.1, 6.2, 6.5, 6.8	Develop ongoing process to promote craft training and develop plan to increase enrollment in construction trades	Dean, Educational Programs and Services and Dean, Information and Community Resources	6/06-5/08	Staff Time	X
Realign organizational structure and consider succession planning and opportunities for blended programs	1.5, 4.2, 4.3, 4.4	Define responsibilities for new faculty/staff	President and Deans' Council	9/05-9/08	Staff Time	X
		Develop a system for anticipating future staffing needs	President and Deans' Council	9/05-9/08	Staff Time	X
Maintain compensation system	1.5, 4.2, 4.3, 4.4	Study faculty salary administration	Dean, Human Resources and Payroll	2/09	Staff Time	X

Note: 2011 Milestones are in bold. Student Success milestones are in yellow.

VISION 2015

IV. DEVELOPING FACILITIES TO MEET PROGRAM NEEDS

Objective	Link to Principles	Strategic Intent/Milestone	Responsibility	Timeline	Cost Estimate	Completion	
Expand facilities to meet short-term and long-term needs	4.1, 4.2, 4.3, 6.2	Develop space utilization plan for existing facilities	Deans' Council	6/05-6/07	\$10,000	X	
		Renovate campus facilities to accommodate growth in credit programs	Dean, Administrative and Business Services	6/05-6/07	B-wing - 6/05 \$800,000	X	
						Miscellaneous Remodeling – 6/07 K-wing L-wing C-wing Honors Atrium Art Gallery Library Expansion Office Space \$1.6 million	X
		Start Process Technology Center before first phase of Master Plan including design of Science/Technology Courtyard	Dean, Administrative and Business Services	10/08-8/09	\$3.6 million	X	
		Design Science/Technology Courtyard (after design of Sadler Complex)	Dean, Administrative and Business Services	10/09-8/10	Staff Time	X	
		Renovate Information Technology area, moving server to second floor and adding office and meeting space	Dean, Administrative and Business Services	4/07-5/08	I-wing -5/08 \$860,000	X	

Note: 2011 Milestones are in bold. Student Success milestones are in yellow.

VISION 2015

Objective	Link to Principles	Strategic Intent/Milestone	Responsibility	Timeline	Cost Estimate	Completion
		Move CE courses back to campus in available space	Dean, Educational Programs and Services and Dean, Information and Community Resources	6/05-9/08	Staff Time	X
		Develop landscape to support environmental science courses	Division Chair, Mathematics and Science, Dean, Educational Programs and Services, and Dean, Administrative and Business Services	11/09-6/11	To Be Determined	X
		Evaluate program needs for vacated space from relocation of nursing and science labs and renovate space to meet campus needs	Dean, Administrative and Business Services	11/09-3/10	Program with IDC	X
		Develop plan for usage of Dow Academic Center	Dean, Administrative and Business Services	11/09-6/10	Program with IDC	X
		Evaluate Student Center Infill and Library Renovation	Dean, Administrative and Business Services	11/09-6/10	Staff Time	X
		Design Dow Academic Center	Dean, Administrative and Business Service	10/08-8/10	\$550,000 (Bond Funds)	X
		Design Sadler Complex	Dean, Administrative and Business Services	10/08-8/10	\$1,185,000 (Bond Funds)	X
		Complete construction of Sadler Complex	Dean, Administrative and Business Services	3/11	\$18,424,764	X

Note: 2011 Milestones are in bold. Student Success milestones are in yellow.

VISION 2015

Objective	Link to Principles	Strategic Intent/Milestone	Responsibility	Timeline	Cost Estimate	Completion
		Complete construction of Dow Academic Center	Dean, Administrative and Business Services	3/11	\$10,840,175	X
		Plan and construct new entryway for college	Dean, Administrative and Business Services	7/1/10 to 5/31/11	\$3,100,000	X
		Develop plan for renovation of G and H wings	Dean, Administrative and Business Services	1/11-6/11	Staff Time	X
		Evaluate relocation of welding lab to H wing	Dean, Educational Programs and Services and Dean, Administrative and Business Services	12/10	Staff Time	X
		Renovate existing facility:	Dean, Administrative and Business Services	12/11	\$10,000,000	
		<ul style="list-style-type: none"> • B wing • C wing • Learning Assistance Center • Library • Transitional Education • “Swamp” Expansion 				
		Construct Student Center	Dean, Administrative and Business Services	12/10	\$4,400.000	X
		Complete construction of Technology Corridor	Dean, Administrative and Business Services	5/11	\$1,600,000	X

Note: 2011 Milestones are in bold. Student Success milestones are in yellow.

VISION 2015

Objective	Link to Principles	Strategic Intent/Milestone	Responsibility	Timeline	Cost Estimate	Completion
Develop campus and program master plan	4.1, 4.2, 4.3, 6.1, 6.2, 6.4, 6.5, 6.9	Develop plans for blended workforce and selected academic programs offered in credit and non-credit programs	Dean, Educational Programs and Services and Dean, Information and Community Resources	12/05–9/08	Staff Time	X
		Develop master plan for program offerings at main campus	President and Deans' Council	1/06-6/07	\$150,000-\$200,000	X
		Evaluate move of CE program from Lake Jackson CE Center to campus	Dean, Administrative and Business Services and Dean, Information and Community Resources	12/09-12/10	Staff Time	X
		Develop revenue plan to support master plan	Dean, Administrative and Business Services	1/06-6/07	Staff Time	X
		Develop communication process to support master plan	President, Deans, and Assistant to the President	1/07-12/07	Staff Time	X
		Develop financial plan to support college initiatives	Deans' Council and Assistant to the President and Executive Director of Development	1/10-8/10	Staff Time	X
		Reduce dependence on state appropriations in college budget	Dean, Administrative and Business Services and College Community	Yearly Budget	\$3,721,000	
Develop budget needs for college utilities	1.5, 3	Review options for savings on electrical rates	Dean, Administrative and Business Services and Director, Facility Services	3/07	Staff Time	X

Note: 2011 Milestones are in bold. Student Success milestones are in yellow.

VISION 2015

Objective	Link to Principles	Strategic Intent/Milestone	Responsibility	Timeline	Cost Estimate	Completion
		Incorporate rate changes in 2007-08 budget	Dean, Administrative and Business Services and Deans' Council	5/07	Staff Time	X
Expand revenue through grants and Foundation activities	1.1, 1.4, 4.1, 4.3, 6.1, 6.2	Share planning goals with Foundation	President and Deans' Council	4/05-9/08	Staff Time	X
		Apply for federal grants	Grants Administrator	12/05-9/08	Staff Time	X
		Explore grant opportunities to benefit all areas of the college to support implementation of the Master Plan	Grants Administrator	Ongoing	Staff Time	
		Implement strategies to raise \$5 million (\$5.5 million stretch goal) as part of the <i>Your College Your Legacy Major Gifts Campaign</i>	College Community and Foundation	12/09	Staff Time	X
		Assist Brazosport College faculty and staff in the receipt of new or competitive grants in the amount of at least \$150,000	President and College Community	8/10	Staff Time	X

Revised: Aug 2011

Note: 2011 Milestones are in bold. Student Success milestones are in yellow.

I. RESPONDING TO EXTERNAL GROUPS

Objective: Implement Achieving the Dream Program

Milestone: Implement Achieving the Dream grant for improving student success in transitional education courses (6/11)

WHEN	WHO	WHAT
Spring 2007	Dean, Educational Programs and Services	Submit implementation proposal with overview of student success strategies
Spring 2007	Director of Transitional Education and Dean, Educational Programs and Services	Learning Frameworks is implemented as part of Achieving the Dream Initiative and required of all developmental education students
Spring 2007-Spring 2010	Director of Transitional Education; Division Chair of Mathematics and Life Sciences; and Director, Employee Development Center	Implement professional development training for all faculty and staff who work with transitional education students
June 2010	Achieving the Dream Intake and Placement Committee	Developed and implemented overall evaluation model leading to changes in placement scores in transitional math
Fall 2010	Achieving the Dream Intake and Placement Committee; Division Chair, Mathematics and Life Sciences; and Dean, Educational Programs and Services	Piloted implementation of diagnostic testing in transitional math
Summer 2010	Achieving the Dream Leadership Team	Brazosport College applies for, and is recognized, as an Achieving the Dream Leader College
Spring 2011	Associate Dean of Instructional Effectiveness and Student Success; ATD Task Force on Writing Center; Dean of Educational Programs and Services; Technical Specialist and Coordinator/Trainer	Implemented Brazosport College Writing Center with drop-in hours of service

Fall 2011	Dean, Educational Programs and Services and Associate Dean, Instructional Effectiveness and Student Success	Institutionalize requirement of Learning Frameworks for all first-time-in-college degree-seeking students and all students in transitional courses
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Completion: The ATD Initiative has been fully developed and implemented.

Outcomes: Some of the progress related to the implementation of ATD includes increases in the success of students in transitional courses, increases in persistence rates for students in gatekeeper courses, reduction in the number of students who repeat transitional courses, and increases in the success of students in gatekeeper courses.

I. RESPONDING TO EXTERNAL GROUPS

Objective: Implement Achieving the Dream Program

Milestone: Pilot flexible curriculum for transitional education courses (8/11)

WHEN	WHO	WHAT
Fall and spring semesters, 2009, 2010, 2011	Mathematics Department and Division Chair, Mathematics and Life Sciences	Pilots of accelerated sections (8 weeks) of Math 0406 and Math 0408
September 2008 through September 2010	Placement Testing Subcommittee of the ATD Core Team	Numerous meetings on student placement testing regarding preparation, environment, cut scores, and implementation of diagnostics
2010 – 2011	Dean, Educational Programs and Services; Dean, Student Services; Division Chair, Mathematics and Life Sciences; and Mathematics Faculty	Development and pilot of StatTrack, an alternative pathway to the traditional developmental math sequence for those non-STEM majors where statistics is a better fit than algebra
2010 – 2011	Dean, Educational Programs and Services; Division Chair, Mathematics and Life Sciences; and Mathematics Faculty	On-going study of non-course based developmental math instruction options and associated potential grant funding to maximize the effectiveness of better diagnostic placement testing

Completion: The milestone is complete, but has expanded in scope, and this will require continued study of available options as data become available from the startup of diagnostic testing.

Outcomes: Accelerated course pilots show similar effectiveness when compared to traditional length courses, although so far, not many students opt into the accelerated courses. Improvements in the placement testing process have occurred. StatTrack shows real potential and will be scaled up.

I. RESPONDING TO EXTERNAL GROUPS

Objective: Implement Achieving the Dream Program

Milestone: Develop system to track student learning outcomes (8/11)

WHEN	WHO	WHAT
2007 – 2008	Faculty and Dean, Educational Programs and Services	Identify key learning outcomes for each of our 500 credit course offerings and a reliable assessment method for each
2007 – 2008	Dean, Educational Programs and Services	Develop student learning outcome tracking model and how it would interface with our POISE student database system
2008 – 2009	Dean, Educational Programs and Services and Educational Systems Products (ESP) programmers	Begin work on programming the tracking system for web-based input and the interface to the student database system
2009 – 2010	Faculty; Dean, Educational Programs and Services; Educational Systems Products (ESP) programmers; and BC Information Tech Programmer.	Student data entry by faculty. Refine and debug tracking system. Develop and debug report generators
2010 – 2011	Faculty and Dean, Educational Programs and Services; Division Chairs	Continue data entry. Utilize reports to evaluate effectiveness and drive curricular change

Completion: Milestone is 100% complete.

Outcomes: Reports show effectiveness of learning outcomes to focus efforts on teaching and curricular change and best practices sharing. Learning Outcomes Transcripts are available to students.

II. MEETING NEEDS OF STUDENTS

Objective: Implement Student Success Initiative

Milestone: Develop strategies to implement student success goals: (5/11)

- **Increase success in transitional education courses by 11%**

WHEN	WHO	WHAT
Fall 2008	Division of Mathematics and Life Sciences; Dean, Educational Programs and Services	Development of Asynchronous Learning Modules for all transitional math courses
Fall 2009	Division of Mathematics and Life Sciences; Dean, Educational Programs and Services	Developed and implemented “fast-track” mathematics courses for MATH 0406 (Beginning Algebra) and MATH 0408 (Intermediate Algebra)
Summer 2010	Associate Dean, Instructional Effectiveness and Student Success	Developed and implemented system for online tutoring in mathematics to support students in transitional math courses
Fall 2010	Dean, Educational Programs and Services	Development of learning outcomes tracking database for all credit courses, including transitional courses
Fall 2010	Achieving the Dream Intake and Placement Committee; Division Chair, Mathematics and Life Sciences; Dean, Educational Programs and Services	Piloted implementation of diagnostic testing in transitional math
Fall 2010	Division of Mathematics and Life Sciences; Dean, Educational Programs and Services	Piloted two sections of PreStatistics (Math 0407) in support of Brazosport College Mathematics
Fall 2010	Division of Fine Arts and Communications; Dean, Educational Programs and Services	Developed and implemented a new course in Transitional English (ESOL 0303-Oral Communications)

June 2010	Achieving the Dream Intake and Placement Committee	Developed and implemented overall evaluation model leading to changes in placement scores in transitional math
Spring 2011	Division of Mathematics and Life Sciences; Dean, Educational Programs and Services	Implemented two sections of PreStatistics (Math 0407)
Summer 2011	Division of Mathematics and Life Sciences; Dean, Educational Programs and Services	Implemented two sections of PreStatistics (Math 0407)
Fall 2011	Dean, Educational Programs and Services; Associate Dean, Instructional Effectiveness and Student Success	Institutionalize requirement of Learning Frameworks for all first-time-in-college degree-seeking students and all students in transitional courses
Fall 2011	Associate Dean of Instruction, Learning Frameworks Faculty	Learning Frameworks Department implements decision to require students to visit Writing Center

Completion: A variety of proposed projects and strategies, many a part of Achieving the Dream, have been completed to increase success of students in transitional courses. While the goal of increasing student success rates in transitional education by 11% has been achieved, there are ongoing efforts to increase success in transitional education.

Outcomes: As of Fall 2011, the target goal of increasing the success rate of transitional education courses by 11% has been achieved.

II. MEETING NEEDS OF STUDENTS

Objective: Implement Student Success Initiative

Milestone: Develop strategies to implement student success goals: (5/11)

- **Increase success in gatekeeper courses by 30%**

WHEN	WHO	WHAT
Spring 2009	Associate Dean, Instructional Effectiveness and Student Success and Coordinator, Supplemental Instruction	Piloted Supplemental Instruction for four gatekeeper courses in Life Sciences (Anatomy and Physiology I and II, Anatomy and Physiology Lab, Biology I) as targeted strategy for courses with success rates less than 70%
Fall 2009-Spring 2010	Associate Dean, Instructional Effectiveness and Student Success and Coordinator, Supplemental Instruction	Implemented and expanded Supplemental Instruction courses for gatekeeper courses in Life Sciences (Anatomy and Physiology I and II, Anatomy and Physiology Lab, Biology I, Microbiology, Humanities and Sociology), with success rates less than 7%
Fall 2009	Division of Mathematics and Life Sciences and Dean, Educational Programs and Services	Diversify instructional offerings of College Algebra, Trigonometry, Math for Business and Economics I and II, and Statistics with hybrid and online courses
Fall 2010	Division of Mathematics and Life Sciences and Dean, Educational Programs and Services	Implemented Statistics Mathematics Pathway
Fall 2010	Associate Dean of Instructional Effectiveness and Student Success and Dean of Educational Programs and Services	Piloted drop-in writing tutoring hours

Fall 2010	Dean, Educational Programs and Services	Development of learning outcomes tracking database for all credit courses, including gatekeeper courses
Spring 2011	Associate Dean of Instructional Effectiveness and Student Success and Dean of Educational Programs and Services	Hired Writing Center Coordinator
Spring 2011	Associate Dean of Instructional Effectiveness and Student Success; ATD Task Force on Writing Center; Dean of Educational Programs and Services; and Technical Specialist and Coordinator/Trainer	Implemented Brazosport College Writing Center with full hours of drop-in hours of service
Spring 2011	Associate Dean of Instructional Effectiveness and Student Success and Dean of Educational Programs and Services	Form General Education Assessment Committee to develop effectiveness plan for core curriculum
Spring 2011	Associate Dean of Instructional Effectiveness and Student Success and Dean of Educational Programs and Services	Form Workforce Education Assessment Committee to develop effectiveness plan for workforce programs

Completion: A variety of proposed projects and strategies, many a part of Achieving the Dream, have been completed to increase success of students in gatekeeper courses. This has been a challenging milestone with the target being met in some semesters. As part of the Achieving the Dream initiative, work is continuing on this target.

Outcomes: Progress towards increasing success in gatekeeper courses by 30% is being measured on a rolling average basis. Between Spring 2007-Fall 2008 semesters, the milestone was met or was within 10% of the milestone. During Fall 2009 and Spring 2009, the milestone was not met. Data for the 2010-2011 Academic Year will be complete later in Fall 2011.

II. MEETING NEEDS OF STUDENTS

Objective: Develop ways to link students to the college

Milestone: Brazosport College and the Brazosport College Foundation will implement strategies to identify \$500,000 in new scholarship funds to support students enrolling at Brazosport College (8/11)

WHEN	WHO	WHAT
May 2010	Director, Grant Administration; Director, Financial Aid; and Dean, Information and Community Resources	Developed grant request for scholarships for students entering the nuclear power technology program. Grant approved for 2010-11 academic year totaling \$120,000
July 2010	Director, ADN Program and Health Professions; Coordinator, CE Healthcare Programs; and Director, Grant Administrator	Developed Department of Labor grant in cooperation with Lee, COM, and San Jacinto Colleges to support healthcare programs. Grant totaling \$264,000 over three years for scholarships approved for spring semester, 2011. This provided \$88,000 in scholarship funds in 2010-11.
August 2010	Assistant to the President and Executive Director of Development; Director, Grant Administration; Director, Financial Aid; and Foundation	Developed request for two-year SHINE grant totaling \$170,950 to provide scholarships for low-income students entering high demand fields. Grant for \$85,475 approved for spring semester, 2011.
August 2010	Assistant to the President and Executive Director of Development; Director, Grant Administration; and Director, Financial Aid	Developed JET grant for job training for scholarships totaling \$53,870. Grant approved for spring semester, 2011.
August 2010	Assistant to the President and Executive Director of Development and Foundation	Received \$25,000 in ACE general scholarship funds from the Greater Texas Foundation

September 2010	Director, Grant Administration and Director, Community Education	Submitted and received a grant for scholarships for CE students entering workforce fields for \$25,000 through the Brazoria County Community Development Block Grant program
September 2010	President and Assistant to the President and Executive Director of Development	Received dual credit scholarship funds from Angleton ISD for \$25,000
December 2010	Assistant to the President and Executive Director of Development and Foundation	Received healthcare training grant for \$10,000 from Angleton-Danbury Medical Center
December 2010	Assistant to the President and Executive Director of Development	Received general scholarship donation from Martin Estate totaling \$143,000 providing \$13,537 in scholarships for 2011
January 2011	Assistant to the President and Executive Director of Development and Foundation	Received scholarships funds totaling \$5,000 for process technology students from Chevron-Phillips
January 2011	Assistant to the President and Executive Director of Development and Foundation	Received scholarships donation from Conoco-Phillips of \$12,000 for process technology and dual credit students
January 2011	Assistant to the President and Executive Director of Development and Foundation	Received scholarship pledge for \$250,000 over five years for process technology students from BASF Corporation. This provides \$50,000 in 2010-11
April 2011	Assistant to the President and Executive Director of Development and Foundation	13 th Annual Foundation Challenge Golf Tournament raised \$37,206 for general scholarships
April 2011	Assistant to the President and Executive Director of Development and Foundation	Annual Campaign raised \$28,525 in scholarship funds

May 2011	Assistant to the President and Executive Director of Development and Foundation	Scholarship Soiree raised \$120,164 in scholarship funds
May 2011	Assistant to the President and Executive Director of Development and Foundation	Sponsor-a-Scholar program raised \$38,000 as four-year pledges
August 2011	Assistant to the President and Executive Director of Development and Foundation	Received endowments totaling \$81,000 for scholarships
August 2011	Assistant to the President and Executive Director of Development and Foundation	Received community donations totaling \$56,359 for scholarships

Completion: This milestone is 100% complete with \$874,136 received for scholarships in the 2010-11 academic year.

Outcomes: The outcome of this milestone was the availability of \$874,136 for scholarships for students to continue their education at Brazosport College.

II. MEETING NEEDS OF STUDENTS

Objective: Develop ways to link students to the college

Milestone: Expand Learning Frameworks course to include all new students (5/11)

WHEN	WHO	WHAT
Spring 2007	Director of Transitional Education and Dean, Educational Programs and Services	Learning Frameworks is implemented as part of Achieving the Dream Initiative and required of all developmental education students
Spring 2007-Spring 2010	Dean, Educational Programs and Services; Associate Dean, Instructional Effectiveness and Student Success; and Director of Institutional Research	Examine success of Learning Frameworks by examining success of students who complete the course in areas such as success in transitional courses, success in gatekeeper courses, retention, and persistence
Spring 2007-Spring 2010	Dean, Educational Programs and Services and Associate Dean of Instructional Effectiveness and Student Success	Meetings with College community and Board of Regents to share success data in Learning Frameworks
Spring 2010	Dean, Educational Programs and Services and Associate Dean of Instructional Effectiveness and Student Success	Meetings with coordinating councils to discuss expansion of Learning Frameworks to all first-time, degree-seeking students, including dual/concurrent students
Fall 2011	Dean, Educational Programs and Services and Associate Dean, Instructional Effectiveness and Student Success	Brazosport College institutionalizes requirement of Learning Frameworks for all first-time-in-college, degree-seeking students and all students in transitional courses

Completion: This milestone is 100% complete. In the fall semester, 2010, Learning Frameworks was expanded to include all first-time-in-college, degree-seeking students.

Outcomes: Some of the progress related to the implementation of Learning Frameworks includes: 1) Compared to the baseline Fall to Spring retention rate (66%) of transitional students, the Fall to Spring retention rate of successful Learning Frameworks students in the 2007-2010 cohorts was above 73%, 2) Compared to the baseline (66%) of transitional students who successfully completed Transitional Reading (ENGL 0406), the percentage of successful Learning Frameworks students who successfully completed the same course was 85.5% for the 2007 cohort, 96.5% for the 2008 cohort, 92.5% for the 2009 cohort, and 90.0% for the 2010 cohort, and 3) Compared to the baseline (57%) of transitional students who successfully completed Pre-Algebra (MATH 0404), the percentage of successful Learning Frameworks students who successfully completed the same course was 68.9% for the 2009 cohort and 73.2% for the 2010 cohort.

II. MEETING NEEDS OF STUDENTS

Objective: Implement campus-wide customer service program

Milestone: Develop strategies to handle phone calls more efficiently during registration (7/11)

WHEN	WHO	WHAT
Fall 2010 through present	Student Services and Marketing and Communications	Staff outside of registration areas were trained and answered phones during registration
Fall 2010	Information Technology Staff and Registration Staff	Evaluated current voice mail and routing to determine opportunities for improvement. Several changes were made
Fall 2010 and Fall 2011	Marketing and Communications and Student Services	Cross trained operators so that questions can be handled without having to transfer phone calls. This fall additional staff members were trained so that fewer calls had to be transferred to offices

Completion: Evaluation of this issue is ongoing and some strategies have been developed and implemented. Answering phone calls during heavy registration continues to be a challenge.

Outcomes: During the fall 2011 semester, the Information Technology Department generated a report on phone calls so that we have an overview of any problems. Improvements have been implemented; however, continued attention needs to be paid to this issue. Marketing and Communications is studying a call center concept where calls don't need to be transferred to the departments, except where absolutely necessary. In addition, assistance from the phone provider has been requested in order to evaluate effectiveness of the system to support areas during heavy registration.

II. MEETING NEEDS OF STUDENTS

Objective: Implement campus-wide customer service program

Milestone: Study support for part-time students to include engagement opportunities (6/11)

WHEN	WHO	WHAT
Fall 2010 to present	Student Life Board and Intramurals	The Student Life Board and the Intramurals staff have made a concentrated effort to schedule student activities and events that are at times when part-time students are more likely to attend. This includes activities that are scheduled in the evening and open to both students and their families.
Spring 2011 through present	Student Senate	The Student Senate is working on changes to their constitution to allow for part-time students to be elected to Senate offices and vote for candidates. Currently only full-time students can vote in annual elections or hold Senate Offices.
Spring 2010 to present	Student Services and Division Officer	Area high schools requested that we offer new student orientation on the high school campus and we began doing that the Spring 2010. Most dual credit students are part-time, and this provides support for that population that was previously lacking. Additional support for dual credit students includes offering FASFA workshops several times a year at each high school.

Completion: Because over 70% of BC students are-part time, there is continuing discussion about how we can better involve this group of students on campus. Getting part-time students

engaged on campus is a challenge because most work, and do not have the time to attend campus events and activities. Including this issue in ongoing discussions is an important start to making progress.

Outcomes: Some progress has been made in this area, however, it is difficult to get part-time students involved on campus. There will be a continued focus on engaging part-time students.

II. MEETING NEEDS OF STUDENTS

Objective: Implement procedures to improve communications during emergencies

Milestone: Practice emergency drills and procedures (5/11)

WHEN	WHO	WHAT
Fall 2010	Director, College Services; Director, Facility Services; and Dean, Administrative Services & CFO	Replaced door locks to allow offices and classrooms to be secured without having to go outside
Spring 2011	Emergency Planning Committee and College Community	Practiced room and office lockdowns
Spring 2011	Emergency Planning Committee	Reviewed report from College Security and ensured that all offices and classrooms could be secured
Summer 2011	Director, College Services; College Security Officer; and Brazoria County Emergency Management	Meeting to discuss plans for table top exercise and information that will be needed

Completion: Practice drills have been conducted on building evacuation. A room lockdown exercise was completed in the spring semester. Plans are underway for a table top exercise with Brazoria County Emergency Management. Practice drills and emergency preparation are ongoing activities.

Outcomes: The outcome of this milestone is replacement of door locks so that offices and classrooms can be safely secured. A practice lockdown identified some areas that needed to be addressed.

III. DEVELOPING EDUCATIONAL PROGRAMS TO MEET NEEDS

Objective: Develop Allied Health programs (both credit and non-credit)

Milestone: Evaluate LVN to RN bridge program (5/11)

WHEN	WHO	WHAT
Fall 2010	Director, Health Professions and Nursing faculty	Evaluate LVN to RN bridge programs in other nursing programs for best practices and develop program model
Spring 2011	Director, Health Professions and Texas State Board of Nurses staff	Obtain approvals for pilot and put internal structure in place for a summer pilot. Advertise to potential students
Summer 2011	Director, Health Professions and Nursing faculty	Enrolled students in summer bridge program

Completion: Milestone is 100% complete.

Outcomes: Determined program to be feasible, obtained approvals, developed curriculum and testing requirements, and piloted program.

IV. DEVELOPING FACILITIES TO MEET PROGRAM NEEDS

Objective: Expand facilities to meet short-term and long-term needs

Milestone: Develop landscape to support environmental science courses (6/11)

WHEN	WHO	WHAT
February 2009	Division Chair, Mathematics and Life Sciences and Environmental Science Faculty	Consultations with Texas Parks and Wildlife
April 2009	Division Chair, Mathematics and Life Sciences and Environmental Science Faculty	Concept drawings completed
July 2009	Division Chair, Mathematics and Life Sciences and BC facilities staff	Estimates for restroom facility and floating dock developed
April 2010	Division Chair, Mathematics and Life Sciences	Pollution remediation plan developed and U.S. Fish and Wildlife Service partnership confirmed
May 2010	Division Chair, Mathematics and Life Sciences and BC facilities staff	Contour drawings for basin excavation completed and drawings for a small visitor center completed
July 2010	Division Chair, Mathematics and Life Sciences and BC facilities staff	Estimates for sidewalks, lighting, benches, and water lines received
September 2010	Division Chair, Mathematics and Life Sciences and Environmental Science Faculty	List of needed flora developed

Completion: Planning completed and cost estimates made. Project is currently on hold due to construction fund availability. Grant possibilities are being pursued.

Outcomes: Plans are complete and grant narratives drafted.

IV. DEVELOPING FACILITIES TO MEET PROGRAM NEEDS

Objective: Expand facilities to meet short-term and long-term needs

Milestone: Complete construction of Sadler Complex (3/11)

WHEN	WHO	WHAT
Spring 2009 – Summer 2011	Dean, Administrative Services & CFO; Director of Facility Services; Program Manager (IDC); Kirksey Architects; and Harvey Builders	Weekly meetings to develop plans and monitor progress in construction of the Sadler Complex
Spring 2011	Dean, Administrative Services & CFO; Director of Facility Services; Program Manager (IDC); Kirksey Architects; and Harvey Builders	Design, construct, and equip (with the leading edge technology) an approximately 80,000 square foot facility to provide classrooms, labs, offices, and meeting spaces for the faculty and students in the programs offered by the following divisions being housed in the Sadler Complex: -Health Professions & the ADN Program -Mathematics & Life Sciences -Physical Sciences & Process Technologies -Continuing Education Health-Related programs

Completion: The Sadler Complex was completed in April, 2011, and furniture and fixtures were installed in time for summer classes to be held in the new facility. The Courtyard Grille opened for business September 6, 2011.

Outcomes: The outcome of this milestone is construction of a state-of-the-art facility for the sciences and health professions with all new equipment, furniture, and fixtures for science and healthcare programs. The Health Professions wing includes a sophisticated simulation suite which will be used for continuing education of healthcare workers.

IV. DEVELOPING FACILITIES TO MEET PROGRAM NEEDS

Objective: Expand facilities to meet short-term and long-term needs

Milestone: Complete construction of Dow Academic Center (3/11)

WHEN	WHO	WHAT
Spring 2009 – Summer 2011	Dean, Administrative Services & CFO; Director of Facility Services; Program Manager (IDC); Kirksey Architects; and Brookstone Builders	Weekly meetings to develop plans and monitor progress in construction of the Dow Academic Center
March 2011	Dean, Administrative Services & CFO; Director of Facility Services; Program Manager (IDC); Kirksey Architects; and Brookstone Builders	Complete construction of a 42,000 sq. ft. multi-purpose facility, which can be used for BC functions or rented for use by community groups. The facility is complemented by the Regency Dining/Conference Suite.

Completion: The Dow Academic Center was completed in March, 2011 and furniture and fixtures were installed in time for the 2011 Commencement to be held on May 14, 2011.

Outcomes: The outcome of this milestone is the construction of a general purpose facility with a multi-purpose room which can be divided into seven smaller spaces or larger combinations to suit the user. When it is fully open, 2,000 seats and a large, portable stage can be configured, or six foot round tables can be set up to feed approximately 750 guests.

IV. DEVELOPING FACILITIES TO MEET PROGRAM NEEDS

Objective: Expand facilities to meet short-term and long-term needs

Milestone: Plan and construct new entryway for college (5/11)

WHEN	WHO	WHAT
Fall 2010 – Spring 2011	Dean, Administrative Services & CFO; Director of Facility Services; Architecture, Etc*; and Brookstone Builders	Regular meetings to develop plans and monitor progress in construction of the BC Boulevard
March 2011	Dean, Administrative Services & CFO; Director of Facility Services; Architecture, Etc*; and Brookstone Builders	Completion of an attractive new boulevard main entrance that is inviting to students and other visitors to the campus. This roadway also serves as a hub for the new Southern Brazoria County Transit Service

Completion: The BC Boulevard was completed in March, 2011.

Outcomes: The very attractive entryway for the college is now in place, complementing the high quality educational mission and reputation of the institution.

IV. DEVELOPING FACILITIES TO MEET PROGRAM NEEDS

Objective: Expand facilities to meet short-term and long-term needs

Milestone: Develop plan for renovation of G and H wings (6/11)

WHEN	WHO	WHAT
Spring 2011	Provost & Dean, Academic & Student Affairs, Dean, Administrative Services & CFO; Director of Facility Services; and Architects	Design plans for renovation of G & H wings; relocation of welding & electricity programs to G/H wings; update utilities and classrooms; and update facade of buildings

Completion: Plans have been developed for renovation of G and H wings. Once designs are complete and cost estimates are available, the scope of the project will be determined in line with available budget.

Outcomes: The outcome of this milestone is the development of a plan to combine workforce training programs in one area. The exterior appearance of the G and H wings will be upgraded to blend with the two new buildings and courtyard.

IV. DEVELOPING FACILITIES TO MEET PROGRAM NEEDS

Objective: Expand facilities to meet short-term and long-term needs

Milestone: Complete construction of Technology Corridor (4/11)

WHEN	WHO	WHAT
Spring 2010 – Spring 2011	Dean, Administrative Services & CFO; Director of Facility Services; Architecture, Etc*; and Harvey Builders	Regular meetings to develop plans and monitor progress in construction of the Technology Corridor
April 2011	Dean, Administrative Services & CFO; Director of Facility Services; Architecture, Etc*; and Harvey Builders	Construction of the courtyard between west of G and H wings, south of the BASF Center for Process Technology/PET, and east of the Sadler Complex

Completion: The Technology Courtyard was completed in April, 2011.

Outcomes: Students have wonderful meeting areas nestled between the Sadler Complex, BASF Center for Process Technology, and the Construction Trades Buildings. The six oak trees now stand amid new fountains and outdoor tables.