

Atlanta Metropolitan College



University System of Georgia

Annual Report of Institutional Progress

2006-2007

ANNUAL REPORT OF INSTITUTIONAL PROGRESS

Submitted to:

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ATLANTA METROPOLITAN COLLEGE

INTRODUCTION

Atlanta Metropolitan College (AMC) continued to demonstrate the capacity to efficiently and effectively meet the academic needs of its students and to successfully provide them with a comprehensive academic foundation and quality educational support services.

ENROLLMENT TRENDS

In the Fall Semester 2006, Atlanta Metropolitan College reported an enrollment of 1,683 students. The Spring Semester 2007 marked an increase in enrollment of 5%, for a total of 1,763 students. Enrollment in the Summer Semester 2007 was 1,194. While these numbers reflected an increase in enrollment, initiatives launched in late Spring Semester 2007 should yield even greater increases in enrollment in the Fall Semester 2007.

| FALL 2006 ENROLLMENT GENERAL STATISTICS | |
|---|--------|
| | Number |
| Female Students | 1,099 |
| Male Students | 584 |
| African American Students | 1,611 |
| Full-Time Equivalent | 1,299 |
| Georgia Residents | 1,558 |
| The average age of the student population was 27 years-old. | |

| SPRING 2007 ENROLLMENT GENERAL STATISTICS | |
|---|--------|
| | Number |
| Female Students | 1,158 |
| Male Students | 605 |
| African American Students | 1,685 |
| Full-Time Equivalent | 1,373 |
| Georgia Residents | 1,637 |
| The average age of the student population was 27 years-old. | |

ANNUAL PROGRESS IN ASSESSING INSTITUTIONAL EFFECTIVENESS

SECTION I: Annual Progress in Assessing Institutional Effectiveness

Atlanta Metropolitan College (AMC) is committed to the goal of enhancing institutional effectiveness. Each academic year, AMC conducts a series of evaluations/assessments and surveys, the results of which are used to assess the college's level of institutional effectiveness. The results revealed information and data that have proven useful during the decision-making process. Consequently, overall institutional services have been improved to better address student needs. However, in an effort to further improve institutional effectiveness, the college responded to the results of the evaluations/assessments and surveys by continuing to implement additional changes in its practices, policies, and procedures. Some of the activities and initiatives that have been undertaken in order to improve institutional effectiveness are presented in this section.

OFFICE OF ACADEMIC AFFAIRS

Division of Business

V. Major findings from self-studies and peer reviews performed for institutional and program accreditations as related to institutional effectiveness.

- ◆ The Business Division finalized plans to re-establish an Advisory Board.

Division of Humanities and Fine Arts

II. The adoption of new or significantly revised outcome measures in administrative and support functions.

- ◆ Area coordinators in the Humanities and Fine Arts Division continued to audit the syllabi of full-time and adjunct faculty members to ensure that the syllabi were clear and concise and met divisional and college requirements for all courses. Official course records were also audited to ensure student attendance was properly and consistently recorded and that a clear attendance code was indicated. Adjunct faculty were also required to submit all assignments, quizzes, and exams administered to their students as well as samples of student work. This information is maintained in the Division of Humanities and Fine Arts.

III. The implementation of new methods for assessing learning and/or non-academic outcomes.

- ◆ The English coordinator reviewed the form that is distributed to all English 1101 students upon conclusion of each semester to ensure it reflected system-wide changes to RGTE 0199, the Regents' Essay Test Remediation class. The form details student scores on the Regents' Test-like reading and essay final exam as well as the final course grade. Students who fail one or both parts of the final exam are strongly encouraged to enroll in the appropriate Regents' Remediation courses the semester after they have completed and passed English 1101, and prior to attempting the Regents' Test.
- ◆ English instructors used the [Course Assessment Data, Summary Report of Class Statistics](#) to review student progress in English 1101, the composition course which offers a component that assists students with preparing for the Regents' Test. Students continued to perform better on the essay part of the final exam, which is structured similar to the Regents' Test essay.

Division of Natural Science and Mathematics

I. The adoption of new or significantly revised student learning outcomes in general education and/or the degree majors.

- ◆ Reviewed learning outcomes for Area D of the University System of Georgia (USG) Core and AREA F for Science, Technology, Engineering, and Mathematics (STEM) programs of study in 2006-2007 per mandate by the National Aeronautics and Space Administration (NASA) Grant. No significant revisions were made to these outcomes.

III. The implementation of new methods for assessing learning and/or non-academic outcomes.

- ◆ Developed new data reporting matrices which are being used in the review of programs of study for the NASA grant. These matrices will serve as effective measurement tools in future comprehensive program review initiatives. In addition, both a survey instrument intended for AMC STEM graduates and a data gathering questionnaire for students submitting applications for graduation have been developed for use this term by NASA Faculty Discipline Coordinators.
- ◆ Conducted an assessment of general education learning outcomes in the area of MATH based on data obtained from final, comprehensive departmental exams which are administered to all students completing MATH 1111.
- ◆ The assessment process for general education learning outcomes in the area of technology continued to utilize SAMS assessment software made available by the publishers of the textbook used in the course. In addition, students were required to maintain electronic portfolios which are evaluated by their instructors. Efforts continued to standardize CSCI 1135 by requiring all faculty – particularly part-time faculty - to use common syllabi and exams.

IV. Institutional follow-up as a result of assessment evidence:

Functional Changes: The implementation of changes in academic, administrative, or support functions and processes.

- ◆ Continued use of student-centered, problem-solving recitations to enhance student achievement and performance in MATH 1111. Course materials, tutorials, and practice tests were also made available to students via Web-CT. Improvement in scores on common exams and final course grades for Math 1111 pointed to these measures as effective strategies for enhancing student achievement and satisfaction.
- ◆ Required full-time and part-time faculty to submit *Statistical Summary Forms* each semester which provide data on student performance per class section. These data were defined based on the following parameters: grade distribution, withdrawals, and pass/fail rates.
- ◆ Conducted a mandatory orientation meeting for full-time and part-time faculty each semester. During this meeting, "The Beginning of the Semester Memo" was distributed to each faculty member detailing faculty responsibilities and general operating procedures for each semester.

VII. An overview of the past year's activities and/or major improvements associated with the implementation of the Comprehensive Program Review.

- ◆ Updated *The College Catalog* (in particular, the program description section).
- ◆ Suggested course sequences for Science, Technology, Engineering, and Mathematics (STEM) programs of study were updated.
- ◆ Developed new program and new course proposals for submission and subsequent approval.
- ◆ Reviewed learning outcomes for STEM courses and programs and modified as appropriate.

Academic Support Center

II. The adoption of new or significantly revised outcome measures in administrative and support functions.

- ◆ Extended the operating hours of the Academic Support Center. Beginning with the Summer 2007 session, the center is now open on Saturdays.
- ◆ Hired a temporary full-time writing tutor.
- ◆ Participants in the Regents' Independent Study Program continued to show a marked improvement in Reading Exam scores. Students who had not previously participated in the program passed the exam after participating in the program.

VII. An overview of the past year's activities and/or major improvements associated with the implementation of the Comprehensive Program Review.

- ◆ Purchased "Wizard," a type of math tutorial software, for incorporation into the current offerings of math tutorial software. In addition, the center continued to offer Math, Compass, and Regents' workshops.
- ◆ Student visits to the Academic Support Center increased from (Fall 2005) - 18,017 to (Fall 2006) - 18,032.
- ◆ Student visits to the Academic Support Center increased from (Spring 2006) - 16,868 to (Spring 2007) - 19,665.

Library

II. The adoption of new or significantly revised outcome measures in administrative and support functions.

- ◆ Became a participating member of JSTOR (abbreviation for Journal Storage) and established a link to JSTOR in GALILEO. JSTOR is a not-for-profit organization whose dual mission is to create and maintain a trusted archive of important scholarly journals. The database was activated in Fall 2007.

IV. Institutional follow-up as a result of assessment evidence:

Functional Changes: The implementation of changes in academic, administrative, or support functions and processes.

- ◆ The Library is a registered and active member of JSTOR.

VII. An overview of the past year's activities and/or major improvements associated with the implementation of the Comprehensive Program Review.

- ◆ Incorporated the JSTOR database into the list of accessible databases in GALILEO.
- ◆ Developed renovation plans to improve both the functionality and aesthetics of the library. Renovations are scheduled to begin Fall 2007.
- ◆ Library circulation charges increased from 1,957 to 2,316.
- ◆ GIL Express borrowing increased from 172 to 200.
- ◆ Reference questions/assistance increased from 313 to 319.
- ◆ Multimedia projector usage increased from 177 to 234.
- ◆ Interlibrary loan borrowing decreased from 137 to 120, whereas interlibrary loan lending increased from 111 to 142.

Office of Admissions and Enrollment Management

II. The adoption of new or significantly revised outcome measures in administrative and support functions.

- ◆ Participated in Saturday registration in an effort to increase enrollment.
- ◆ Facilitated the college's partnership with the Fulton County Department of Health and Wellness to increase the number of applicants completing immunization requirements prior to registration deadlines.

III. The implementation of new methods for assessing learning and/or non-academic outcomes.

The Office of Admissions increased its use of data gathering and reporting as follows:

- ◆ Established a system for tracking and maintaining data for admissions status reports of dual enrollment applicants as part of the effort to increase the enrollment of students who apply under this particular category. Data were provided to the Director of Student Access and Outreach and the Interim Vice President for Academic Affairs to be used as the basis for follow-up with students, parents, and counselors.
- ◆ Gathered data from Banner to identify students who qualify for the Academic Achievement Grant.
- ◆ Implemented the use of the Crystal reporting system to generate statistical progress reports relevant to recruitment, admissions, and enrollment.
- ◆ Used GA411 data from online applications to determine sources from which the college is receiving applicants.
- ◆ Provided Crystal Reports to the Department of Natural Science and Mathematics to identify students who qualify for the NASA/STEM project.

IV. Institutional follow-up as a result of assessment evidence:

Functional Changes: The implementation of changes in academic, administrative, or support functions and processes.

The following new processes were established or are in-progress in the Office of Admissions:

- ◆ Implemented the use of Crystal Reports as a means of providing a more efficient and effective method for reporting and tracking enrollment data.
- ◆ Realized significant progress in initiating and implementing self-service for applicants inquiring about their application status. Self-service will be fully implemented effective early November 2007.
- ◆ Solicited the participation of other departments in contacting potential applicants in an effort to increase enrollment.

Attainment: Evidence of specific improvements in student learning outcome attainment in general education and major programs and of improved attainment of administrative and support services outcomes.

- ◆ Crystal Reports provided the basis for a more aggressive, campus-wide approach to contacting prospective applicants who had expressed an interest in the college in past semesters. The purpose for contacting the potential applicants was to encourage them to apply for the Fall Semester 2007.
- ◆ Implementation of the self-service admissions status review significantly reduced the number of calls received in the Office of Admissions. Applicants had more immediate access to information pertaining to the steps necessary to fulfill all admissions requirements.
- ◆ Encouraging campus-wide participation in the effort to increase enrollment served as a unifying initiative for administrators, faculty, and staff.

Office of the Registrar

IV. Institutional follow-up as a result of assessment evidence:

Functional Changes: The implementation of changes in academic, administrative, or support functions and processes.

- ◆ Initiated an aggressive plan to cross-train staff for improved efficiency within the office. Changes included introducing staff to rule forms, report processes, system maintenance, rebuilding records, grade changes, transcript production, and semester reports.

OFFICE OF STUDENT AFFAIRS

Office of Alumni Affairs

I. The adoption of new or significantly revised student learning outcomes in general education and/or the degree majors.

- ◆ Established an official Alumni Association.
- ◆ Continued to assist with recruitment of new members of the Atlanta Metropolitan College Foundation.

Office of Counseling and Testing/Disability Services

II. The adoption of new or significantly revised outcome measures in administrative and support functions.

- ◆ Revised the process for disseminating health and wellness-related information to ensure student appeal.
- ◆ Instituted a new method for tracking students serviced by the Office of Counseling and Testing/Disability Services.
- ◆ Restructured the design of survey instruments in order to accurately assess student reaction to events sponsored by the office.

III. The implementation of new methods for assessing learning and/or non-academic outcomes.

- ◆ Requested faculty to complete surveys pertaining to the effectiveness of accommodations available for students with disabilities.

IV. Institutional follow-up as a result of assessment evidence:

Functional Changes: The implementation of changes in academic, administrative, or support functions and processes.

- ◆ Streamlined new student orientation in order to create an environment more conducive to student understanding of the academic, social, and personal expectations associated with the collegiate experience.

Office of Financial Aid

II. The adoption of new or significantly revised outcome measures in administrative and support functions.

- ◆ Continued to develop a paperless financial aid process as a result of the staff receiving training in Banner-Web.

IV. Institutional follow-up as a result of assessment evidence:

Functional Changes: The implementation of changes in academic, administrative, or support functions and processes.

- ◆ Instituted an initiative to enable students to make corrections to their Student Aid Report on-site utilizing the Financial Aid Office's computer lab.

Attainment: Evidence of specific improvements in student learning outcome attainment in general education and major programs and of improved attainment of administrative and support services outcomes.

- ◆ Expedited the financial aid award process by implementing the initiative that grants students more control over their Student Aid Reports. As a result, the financial aid counselors' time was more effectively utilized.

Office of Student Activities

I. The adoption of new or significantly revised student learning outcomes in general education and/or the degree majors.

- ◆ Initiated a plan to enhance the student activities program in the areas of leadership development, recreation, and the arts.
- ◆ Increased participation in national conferences. Staff accompanied students to three national conferences—one leadership and two programming.

II. List the adoption of new and/ or significantly revised outcome measures in administrative and support functions.

- ◆ Provided training for student assistants who staff the Game Room and Fitness Center to enable them to effectively manage and discharge responsibilities.
- ◆ Hosted a Student Leadership Retreat for student leaders.
- ◆ Hosted the University System of Georgia Student Advisory Council Winter Meeting on AMC's campus.
- ◆ Implemented the Atlanta Metropolitan Programming Board (AMP).

III. The implementation of new methods for assessing learning and/or non-academic outcomes.

- ◆ Required all clubs/organizations to complete an assessment of each club-sponsored event.
- ◆ Obtained feedback from students following each activity or event.
- ◆ Collaborated with academic divisions and faculty in encouraging student participation in activities and in recommending speakers and/or topics.

IV. Institutional follow-up as a result of assessment evidence:

Functional Changes: The implementation of changes in academic, administrative, or support functions and processes.

- ◆ Obtained approval to change the job description/title of the Game Room Supervisor/Fitness Coordinator to Recreation Coordinator.
- ◆ Student Commission officers initiated the Book Loan Program.

- ◆ Utilized Student Commission officers and members of the active clubs/organizations at the college to assist the Office of Admissions, Office of the Registrar, Office of Financial Aid, and the Office of Counseling and Testing Services with the registration process and orientation classes.
- ◆ Opened the Fitness Center on Saturdays during Spring 2007 in response to requests for expanded hours of operation. The hours of operation were eventually discontinued due to decreased student participation.

OFFICE OF THE PRESIDENT

Office of Environmental Health and Safety and Right-to-Know

I. The adoption of new or significantly revised student learning outcomes in general education and/or the degree majors.

- ◆ Provided ongoing safety training to all students in their respective labs and work areas.
- ◆ Disseminated air quality information via training workshops, brochures, emails, and electronic monitors.

II. List the adoption of new and/ or significantly revised outcome measures in administrative and support functions.

- ◆ Fostered a challenging, creative, and healthy work environment for students and employees via training workshops, fairs, and displays.

III. The implementation of new methods for assessing learning and/or non-academic outcomes.

- ◆ Conducted online Environmental Health and Safety and Right-to-Know training sessions.
- ◆ Invited professionals in the area of environmental health and safety to conduct training workshops to educate constituents on the importance of protecting the environment and its resources.
- ◆ The director served as an in-house consultant on issues relating to indoor air quality, laboratory safety, chemical inventories, hazardous material management, and fire safety.

IV. Institutional follow-up as a result of assessment evidence:

Functional Changes: The implementation of changes in academic, administrative, or support functions and processes.

- ◆ Provided one-on-one training, electronic communication through mass e-mails, and enhanced visual awareness of the office via campus bulletin boards.

Attainment: Evidence of specific improvements in student learning outcome attainment in general education and major programs and of improved attainment of administrative and support services outcomes.

- ◆ Inventoried chemical hazardous and bio-hazardous materials located in all campus offices and laboratories on a semi-annual basis.
- ◆ Conducted semi-annual inspections/audits of all science and visual arts laboratories as well as plant operations work areas.

V. Major findings from self-studies and peer reviews performed for institutional and program accreditations as related to institutional effectiveness.

- ◆ The Southern Association of Colleges and Schools (SACS) Visiting Team, during the 1999-2001 self-study, determined the Office of Environmental Health and Safety and Right-to-Know is in compliance with the state regulations which govern the office. The Visiting Team recommended the institution continue to develop and implement initiatives to ensure a healthy, safe, and secure environment for all constituents of the college.

VII. An overview of the activities in 2006-2007 and major improvements associated with the implementation of Comprehensive Program Review.

- ◆ Offered increased training opportunities to students and employees in order to transition towards an "accident free" institution.

Office of Institutional Research, Planning, and Assessment

V. Major findings from self-studies and peer reviews performed for institutional and program accreditations as related to institutional effectiveness.

- ◆ Assisted with reaccreditation of the Business Division.
- ◆ Performed statistical analysis and data compilation in support of grant applications and institutional reports.

Office of Management Information Systems

I. The adoption of new or significantly revised student learning outcomes in general education and/or the degree majors.

- ◆ Initiated ongoing discussions and collaborations with the Interim Vice President for Academic Affairs in assessing student learning outcomes in general education and/or the degree majors as they relate to the infusion of technology into existing and new academic programs. The Chief Information Officer and Interim Vice President for Academic Affairs met a minimum of one time each month to discuss the aforementioned topic and others relevant to instructional technology.

II. List the adoption of new and/ or significantly revised outcome measures in administrative and support functions.

- ◆ Reduced the number of budgeted positions in the department with the implementation of a new academic enhancement plan. However, the department continued to improve its efficiency with current staff levels.

IV. Institutional follow-up as a result of assessment evidence:

Functional Changes: The implementation of changes in academic, administrative, or support functions and processes.

- ◆ The college successfully completed its Board of Regents Banner Hosting conversion process. The results have reduced the equipment maintenance expense and FTE required by Management Information Systems (MIS) to comply with ongoing conversions. While the office continued to support Banner, the gained FTE has enabled the unit to focus more on assisting departments with specialized reporting needs and end user training as well as reduced the median helpdesk remediation time.

V. Major findings from self-studies and peer reviews performed for institutional and program accreditations as related to institutional effectiveness.

- ◆ The college's Chief Information Officer submitted data to and analyzed responses from the Educause Core Data Service and the National Survey of Informational Technology in US Higher Education, The Campus Computing Project. Trends generated from both sources reflected an increased use of technology within the higher education sector.
- ◆ Compared to other data submissions, the 2006-2007 and 2005-2006 report findings indicated a need for improvement in the number of distance learning courses offered by the college. These findings changed significantly as a result of the implementation of an online instructional program that was piloted during the Summer Semester 2007 and fully implemented during Fall Semester 2007.

VI. Comments on the institution's response to revised effectiveness-related accreditation requirements established by SACS/COC and/or the accrediting associations for nursing, teacher education, business, etc., to the extent that those have affected the institution in the past year.

- ◆ The unit has nothing to report in this area at this time; however, this is likely to change as the president addresses current and future requirements in some or all of the aforementioned areas. There are expectations that there will be technological requirements in support of projected future outcomes.

VII. An overview of the activities in 2006-2007 and major improvements associated with the implementation of Comprehensive Program Review.

- ◆ The Office of Management Information Systems has not participated in a Comprehensive Program Review Study since the one conducted during the previous college president's administration.



OVERALL INSTITUTIONAL HEALTH

SECTION II: Overall Institutional Health

Please describe any major changes identified in the past year in the overall condition of the institution.

Atlanta Metropolitan College experienced no significant changes in its overall state during the 2006-2007 academic year. The college continued to offer quality academic programs. Moreover, enrollment and interest in several programs, particularly Allied Health, continued to increase. However, the institution continued to explore methods for increasing overall enrollment in all programs despite budget constraints. The table below reflects enrollment trends.

Enrollment Trends

| FALL | | SPRING | |
|----------|------------|----------|------------|
| Semester | Enrollment | Semester | Enrollment |
| 2006 | 1,683 | 2007 | 1,763 |
| 2005 | 1,748 | 2006 | 1,859 |
| 2004 | 1,802 | 2005 | 1,831 |
| 2003 | 1,907 | 2004 | 1,941 |
| 2002 | 1,995 | 2003 | 1,919 |

OFFICE OF ACADEMIC AFFAIRS

Division of Business

- ◆ The Business Division continued to provide exceptional instruction for students, and anticipates, with the expectation of new division leadership in 2008, to further augment division course offerings, expand online offerings, and to increase the number of business and community partnerships.

Division of Humanities and Fine Arts

- ◆ Interest and participation in the college's clubs and organizations that are advised by Humanities and Fine Arts faculty members continued to increase. Active student participation in college clubs and organizations contributed to the fulfillment of AMC Priority #2: Atlanta Metropolitan College will assume a more aggressive role in student recruitment and community involvement. This participation also led to the fulfillment of Academic Affairs Goal # 5 pertaining to retention: Academic units will continue to improve recruitment, retention, and graduation rates.
- ◆ The AMC Choir and applied music soloists performed at the annual Fall Concert in December 2006 as well as at the Chancellor's Annual Holiday Party at the Rialto Theater
- ◆ The Travel and Culture and Creative Writing clubs sponsored various events to promote intercultural understanding among AMC students. These activities included: the 5th annual "Unusual Tales From Around the World," a multicultural sharing event featuring spooky tales and legends told by AMC students and faculty, and a "Marriage and Courtship Practices from Around the World" presentation, a college-wide, multicultural sharing project.

There were some areas in which changes were needed and continue to be needed:

- ◆ Enrollment in French classes continued to decline.
- ◆ Due to increased student interest in the area of Recording and Production, there continues to be a need for the creation of a recording studio on campus.
- ◆ There exists an increased demand for COMM 1100 Human Communication and for COMM 1110 Public Speaking.

Division of Natural Science and Mathematics

- ◆ Enrollment in the following programs in particular—Science, Technology, Engineering, and Mathematics (STEM) and allied health programs—continues to increase. Consequently, during peak times, there continued to be a shortage in classroom and laboratory space.
- ◆ The upward surge in enrollment during the Fall Semester 2007 resulted in increased enrollment in Learning Support (LS) math as well as other core courses (e.g., Math 1111, BIOL 1101 and BIOL 1107).

| Course | Course Enrollment Data (Fall 2006) | Course Enrollment Data (Fall 2007) | Percent Increase |
|-------------------------|------------------------------------|------------------------------------|------------------|
| Biology | 571 | 633 | 10.8% |
| Chemistry | 188 | 233 | 23.9% |
| MATH 0097 | 314 | 323 | 2.9% |
| MATH 0099 | 196 | 237 | 20.9% |
| MATH 1111 | 334 | 342 | 2.4% |
| All Math Courses | ———— | 1,015 | ——— |

- ◆ Procurement of external funding has enabled the Natural Science and Mathematics Division to supplement its budget and provide resources which include personnel, materials and supplies, and software and hardware for its various programs of study. However, there remains a need to allocate supplementary fiscal resources for use in purchasing computing equipment and enhancing the division's science laboratories.
- ◆ Some of the funding that has been available in the past through collaborative ventures with other institutions is no longer available since several granting periods have ended. However, the division did receive monies through the NASA CIPA II Grant and a renewed MAA Grant to enhance the academic environment and experiences of the college's students.

Evening/Weekend Services

- ◆ A part-time weekend coordinator provided oversight during weekend hours for instructional and non-academic activities occurring on Saturdays and Sundays.
- ◆ Coverage for the evenings was provided by the interim chair of Business.

Office of Academic Advisement

- ◆ There has been a substantial increase in the number of students who contact the Office of Academic Advisement for advisement and/or assistance. Contacts were made by telephone, appointment, and drop-in. Students contacted the office for reasons which include advisement, academic improvement plans, and information about other support services.
- ◆ *The Academic Advisement Handbook for Students*, which is now central to the curriculum of all orientation classes, was updated to encompass the most recent changes on campus.
- ◆ By requesting meetings to set up academic improvement plans, many students on academic warning were upgraded to good standing.
- ◆ Initiated development of new procedures to enhance the process of academic advisement.

OFFICE OF FISCAL AFFAIRS

- ◆ Ms. Tracey Cook-Robinson was appointed the new Vice President for the Office of Fiscal Affairs.

Accounting Services

- ◆ The overall financial health of the institution was sound.
- ◆ Contracted with Williams and Fudge collection agency to assist in the collection of student account balances, a function that had previously been performed by a single in-house staff member.
- ◆ Realized savings through energy efficiencies. These monies were redirected to enhance the classroom experience/learning environment in the form of purchasing new classroom furnishings and white boards.
- ◆ Board of Regents internal audit staff conducted a Presidential Audit. A rating of "Excellent" was achieved by the institution.
- ◆ Agreed Upon Procedures were performed by the State of Georgia Department of Audits and Accounts. No findings were reported.
- ◆ Redirected funds to support an intensive recruiting and advertising campaign for the purpose of increasing enrollment.

Auxiliary Services

- ◆ Restructured the Office of Auxiliary Services to achieve efficiencies. Savings in excess of \$50,000 will be realized in the upcoming fiscal year.
- ◆ Closed the Print Shop which had been unable to make a profit since its inception. However, plans are currently being developed to provide on-campus printing services at a significantly reduced cost.

Office of Plant Operations and Facilities Planning

- ◆ Prepared a Six-Year Capitol Improvement Plan for presentation to the Board of Regents, including \$14 million for a new Science Building and \$405,000 for FY-2008 MRR.

OFFICE OF STUDENT AFFAIRS

Office of Financial Aid

- ◆ The Financial Aid Office permitted late financial aid filers to register for classes without a complete review of their Student Aid Report (SAR). Students who come under this category were granted extensions until their files were complete. This will be an ongoing process since the goal is to increase enrollment for the college.

Office of Media Relations

- ◆ In 2007, Atlanta Metropolitan College (AMC) implemented an advertising campaign to increase enrollment by targeting and recruiting new students. The advertising efforts portrayed AMC as an affordable two-year college that promotes academic excellence and student development. Over forty (40) AMC programs were included in the advertising campaign in an effort to bring awareness to the public about the variety of career options available at the college. AMC placed ads in local newspapers and on television and radio. Based on an informal questionnaire administered to students, AMC was able to chart the success of its advertising efforts which resulted in a significant increase in the Fall 2007 semester enrollment. The results of the questionnaire indicated that sixty percent (60%) of students learned about AMC from their family and friends, while twenty percent (20%) learned about the institution from MARTA station and bus ads, television, and radio advertisements. AMC became the first local two-year institution to place advertisements on the public transportation system.

Office of Student Activities

- ◆ Increased the number of students using the Fitness Center and Game Room.
- ◆ Students participated in increased numbers in various Student Activities-sponsored events.

OFFICE OF THE PRESIDENT

Office of Environmental Health and Safety and Right-to-Know

The Office of Environmental Health and Safety and Right-to-Know accomplished the following during the previous academic year:

- ◆ Developed a strategic plan detailing the office's mission, priorities, and goals as they relate to providing a quality program defined by improved safety procedures and policies for all facilities, projects, and operations at the college.
- ◆ Conducted in-house and online training seminars/workshops to educate the institution's constituents on health and safety standards, practices, and procedures with the ultimate goal of achieving an environmentally literate and accident-free campus.
- ◆ Designed commercial displays (visual training) and partnered with the Clean Air Campaign (CAC) and other government agencies to encourage faculty, students, and staff to improve air quality, protect environmental resources, and reduce traffic congestion.

Office of Management Information Systems

- ◆ The previous and preceding years yielded lower enrollment, graduation, and retention rates than projected. Of major concern was the overall client/customer satisfaction perception which directly impacted all three aforementioned areas.

MAJOR INSTITUTIONAL ACCOMPLISHMENTS

SECTION III (OPTIONAL): Summary of Major Institutional Accomplishments

Atlanta Metropolitan College's faculty, staff, and administrators continued to accomplish their major goals and objectives which served to distinguish the college as a premier educational institution that offers exceptional academic programs and opportunities. Some major institutional accomplishments follow.

OFFICE OF ACADEMIC AFFAIRS

Division of Business

I. Please identify and briefly describe the major accomplishments of the institution in the preceding year.

- ◆ Received a \$5,000 grant from Students in Free Enterprise (SIFE), a non-profit, global organization. The purpose of the grant was to assist disadvantaged high school students. The grant facilitated training and instruction in the following: 1) how to write a business plan; 2) how to improve math scores on college placement tests; and 3) an introduction to college life (e.g. how to complete a college admissions application and how to select a career).

II. Identify and briefly describe all major institutional strategic planning goals attained and new or revised institutional priorities adopted in the preceding year.

- ◆ One of the major goals of the institution was to increase the number of faculty and class offerings. A full-time, tenured Professor of Economics was hired in August 2007. In addition, the number of classes offered by the division increased from twenty-three (23) to twenty-seven (27) as a result of instituting online courses.

III. Provide a description of effective activities and initiatives designed to increase student retention and graduation rates.

- ◆ Provided advisement for day, evening, and weekend students in an effort to increase retention and graduation rates.

Georgia Association of Minority Entrepreneurs (GAME) / Center for Entrepreneurship

The 2006-2007 fiscal year was a banner season for the GAME/Center for Entrepreneurship. The center developed relationships with five (5) churches and community centers located in southeast Metro Atlanta where its programs are held. During this period, the center achieved the following:

- ◆ Conducted a total of forty-six (46) presentations at the five aforementioned locations. Approximately 337 people attended the presentations, with several identified as repeat attendees (273 is the unduplicated number). Four presentations were also conducted about the GAME/Center of Entrepreneurship for the college's students and members of the community. Ninety-seven (97) people attended these presentations.
- ◆ Held one-on-one consultations via email, telephone calls, or office visits with prospective business owners to assist them with their business plans.
- ◆ Developed one new program and instituted one new initiative, respectively, for the center: (1) the Entrepreneur Expo and (2) Monthly client visits to the main office of the Georgia Association of Minority Entrepreneurs.
- ◆ Hosted three (3) successful Entrepreneur Expos at three locations, which showcased a total of fifty (50) vendors. The final Entrepreneur Expo, held at Greenbriar Mall on June 9, 2007, was attended by two-hundred (200) people and featured client-sponsored fashion and variety shows. An article on the center and this event was featured in the June 2007 edition of *Rolling Out Magazine*.
- ◆ Organized visits to GAME headquarters where ten (10) clients were introduced to services offered by various GAME consultants specializing in marketing and finance. These efforts generated a list group of 273 AMC clients for the center. The center's next goal is to create a database and maintain a case management file on each client.
- ◆ Continued to develop professional relationships with external entities such as businesses and government agencies as well as host the Construction Business Management Institute seminar on campus. Provided business development and enrichment classes for College Park Housing Authority residents. A total of five (5) classes were offered to the residents, with fifty (50) students attending.
- ◆ Offered business-related online classes via partnership with Education-to-Go. In eight months (through May 2007 only), the center enrolled 2-3 students a month in various center-sponsored business development, professional development, and computer online classes. A total of 19 students participated in these classes.
- ◆ Conducted assessment of the center's program, instruction, and customer service delivery. The center consistently received, and strives to maintain, the highest marks in all the aforementioned areas with the ultimate goal of having clients recommend the services of the center to other professional (businesses, government agencies, etc.) and community-based organizations.
- ◆ Renewed membership with the Georgia Micro Enterprise Network (GMEN). The director attended the GMEN Annual National Conference in June 2007.

- ◆ Development of non-credit certificate and associate degree programs in Entrepreneurship. Plans are subject to the college's strategic plan. The main goals of GAME/Center for Entrepreneurship for the upcoming fiscal year are as follows: (1) assist approximately thirty (30) people in establishing their businesses by securing their business licenses and funding (loans, grants, etc.); (2) develop new community partnerships; (3) expand the center's entrepreneur expos; (4) encourage the Student for Free Enterprise (SIFE) to assist with center-related programs; (5) host an annual Entrepreneur Conference; (6) enhance the center's marketing efforts; (7) commence plans for an Incubator Program.

Division of Humanities and Fine Arts

I. Please identify and briefly describe the major accomplishments of the institution in the preceding year.

- ◆ Humanities and Fine Arts music faculty performed at various venues throughout the state, highlighting the creative talents of the division's faculty. with the Capitol City Opera Madrigal Singers in a concert of holiday music at the Canton Theater located in Canton, Georgia, in December 2006. Also in December 2006, Mr. Gailey conducted two performances of the musical *Charlie Brown Christmas* at Epiphany Lutheran Church in Conyers, Georgia. Mr. Gailey performed in a Boar's Head Dinner given by the Capitol City Opera Madrigal Singers at La Petit Auberge Restaurant in Decatur, Georgia.
- ◆ In Spring 2007, the division received a mini-grant from the Georgia Council of Teachers of English. The grant funded the purchase of the books and films required for the study abroad class "Adventure into the Past," which focused on the literature and culture of Mexico.
- ◆ Atlanta Metropolitan College students traveled with a division faculty member to Mexico in Spring 2007 to study the Mayan ruins and eco-archeology.
- ◆ Ms. Lisa Mallory and Dr. Beverly V. Head gave a poster presentation titled "BAM! Kicking Up the Classroom with Creative Projects" at the Student Success in First-Year Composition Conference held at Georgia Southern University. In addition, Ms. Mallory and Dr. Head gave a poster presentation titled "Study Abroad: Projects and Presentations" at the Georgia Association of International Educators 2007 Summer Conference.
- ◆ Dr. Joan Hildenbrand taught Sociolinguistics in the Applied Linguistics and English as a Second Language (ESL) Department at Georgia State during the Summer 2007 semester.
- ◆ Dr. Hildenbrand taught English 1102 eCore during the Fall 2006 and Spring 2007 semesters.
- ◆ Two eCore online courses were taught by a division faculty member during Spring and Fall 2006. In addition, in March 2007, Dr. Ravi presented a paper titled, "Instructor Identity in Online Classroom" at the National Council of Teachers of English (NCTE) Conference on College Composition and Communication (CCCC) in New York.
- ◆ Dr. Ravi attended the Middle Eastern Studies Conference at Georgia State University in March 2006.
- ◆ Music and reading online courses were added during the Summer Semester 2007.

II. Identify and briefly describe all major institutional strategic planning goals attained and new or revised institutional priorities adopted in the preceding year.

- ◆ During March 2007, a workshop was conducted to prepare students to pass the Regents' Test (RT) for the division's faculty.
- ◆ Humanities and Fine Arts faculty reviewed Common Course Outlines for several courses and made appropriate changes and updates.

III. Provide a description of effective activities and initiatives designed to increase student retention and graduation rates.

- ◆ During the Spring Semester 2007, the HFA English and Reading faculty administered a mock Regents' Test Essay for English 1102 and RGTE 0199 students. Students who participated performed well on the Spring 2007 Regents' Test Essay.

Division of Natural Science and Mathematics

I. Please identify and briefly describe the major accomplishments of the institution in the preceding year.

- ◆ Continued sponsorship of the Louis Stokes Alliance for Minority Participation (LSAMP) Program in 2006-2007, a collaborative venture with Clark Atlanta University. The program provides academic and financial support for AMC students majoring in science, mathematics, computer science, pre-engineering, and related programs.
- ◆ Continued participation in Science and Math are Right Together (SMART) IV, a program funded by the Mathematical Association of America (MAA). This program provided opportunities for promising students to engage in mathematical research projects during Summer 2007.
- ◆ The Curriculum Improvement Project Award II (CIPA II), an award sponsored by the National Aeronautics and Space Administration (NASA) and administered through the United Negro College Fund (Special Programs), was funded for a second year in the amount of \$122,000. Year two funding will support a review of STEM curricula, the recruitment and retention of STEM students, new course and program development, and the infusion of project management training into the STEM curricula.
- ◆ Developed three (3) new courses for inclusion in the curriculum: Integrated Science I and II (ISCI 2001 and 2002) were developed for inclusion in Area "F" of the Early Childhood and related programs of study; Foundations of Mathematics (MATH 2030) was modified in name, course number, and title to satisfy USG requirements in "Area F" for these programs. The modified course, MATH 2008, will be offered Fall Semester 2007, while the Integrated Science courses will be offered Spring Semester 2008.

- ◆ Achieved several objectives related to the following goal: **The Natural Science and Mathematics Division will develop more effective relationships with other units of the college, appropriate departments at Atlanta Technical College, and with community entities.** The objectives met include the following:
 - Invited Dr. Alvetta Thomas, Vice President for Instructional Services at Atlanta Technical College, to serve as a presenter at the NASA Grant Workshop held in May 2007.
 - Continued taking a leadership role in recruiting students from area high schools and the Atlanta Job Corps Center to take college courses. The NASA grant includes a component that provides funding for the recruitment and retention of STEM students. Eight AMC students received financial and academic support as NASA Scholars during the academic year. Six students received funds and support via the LSAMP Grant.
 - Sponsored, per the NASA Grant, a five-week summer academy for 18 rising seniors from metropolitan area high schools. Resources were also allocated for four recent graduates to enroll in courses offered through the NASA Pre-Freshman Bridge Program. Both programs were aimed at increasing the number of under-represented minority students pursuing careers in STEM disciplines.
 - Maintained partnerships with local high schools Atlanta Job Corps Center. Partnerships also were maintained with other agencies, corporate entities (e.g., MARTA, Atlanta City Government, B. & E. Jackson and Associates) and institutions (e.g., Savannah State University, Clark Atlanta University and Georgia State University).
- ◆ Achieved several objectives related to the following goal: **The Natural Science and Mathematics Division will implement procedures to systematically assess and enhance course and program effectiveness.** The objectives met include:
 - Assessment data from general education outcomes continued to be utilized during critical decision-making processes with regard to the structure and focus of MATH1111 (College Algebra). Recitation periods were continued as a strategy to improve student retention in MATH1111 (College Algebra) with sound evidence of success.
 - The NASA funded SPACE Project provided a framework for the modification of existing STEM courses and programs as well as the development of new courses and programs.
- ◆ Achieved several objectives related to the following goal: **The Natural Science and Mathematics Division obtained funds to supplement its budget.** These objectives were:
 - Developed the following two proposals for submission to funding agencies: 1) SMART III Grant for the Mathematical Association of America; and 2) Mathematics, Engineering and Science Achievement (MESA) Grant. Both grants were renewed.
- ◆ Made progress toward the attainment of the following goal: **The Natural Science and Mathematics Division will increase learning resources and instructional modalities available to students.** The objectives met include the following:
 - MAPLE, MyMathLab and Interact Math software were made available for use with math classes.

II. Identify and briefly describe all major institutional strategic planning goals attained and new or revised institutional priorities adopted in the preceding year.

The Natural Science and Mathematics Division achieved the following:

- ◆ Continued to refine and strengthen curricula and program offerings to provide students a strong academic foundation.
- ◆ Enhanced the academic environment and broadened the exposure of students by providing undergraduate research experiences and special programs.
- ◆ Implemented a systematic assessment plan to review, evaluate, and assess academic programs.
- ◆ Continued to improve enrollment, retention, and graduation rates.
- ◆ Provided outreach services to assist in meeting community needs and efforts to increase enrollment.
- ◆ Continued to increase the number of courses offered through diverse formats (i.e., hybrid and on-line courses).

III. Provide a description of effective activities and initiatives designed to increase student retention and graduation rates.

Activities and initiatives designed to increase student retention and graduation rates include:

- ◆ Implemented an early alert referral system to identify and assist students at risk of failing.
- ◆ NSM Division faculty continued to use varied instructional technologies in the administration of their courses. Computer-based assignments were interwoven into the syllabi for Math 0097, 0099, and 1111.
- ◆ Recruited and supported students utilizing funds procured through special programs (e.g., the AMP and NASA Grants). The NSM Division sponsored the NASA Summer Academy and Pre-Freshman Bridge Program to recruit talented high school students interested in STEM careers to enroll at AMC. In addition, a NASA scholarship program was developed to recruit STEM students.
- ◆ Revised syllabi for LS Math courses (0097 and 0099) to include a web-enhanced component (e.g., common battery of homework assignments made available on the web) to increase retention of students in Learning Support courses.

Actions planned for the upcoming year are to:

- ◆ Implement second-year activities of the NASA Grant to include: the development and submission of proposals for new STEM courses and programs; and the infusion of project management into selected courses and programs.
- ◆ Increase the number of courses offered in online and/or hybrid formats.
- ◆ Develop and maintain a divisional web site using WEB CT, etc.
- ◆ Develop and submit proposals for courses designed to teach web page development, Project 2003, and C++.
- ◆ Implement a lab component for four-credit calculus courses utilizing MAPLE software.

- ◆ Develop articulation agreements with nursing programs (e.g., Grady Hospital, Georgia Baptist, and Gordon College) to facilitate the transfer of students enrolled in the pre-nursing program to senior-level institutions.

Division of Social Sciences

III. Provide a description of effective activities and initiatives designed to increase student retention and graduation rates.

- ◆ Facilitated timely degree completion by achieving the following: 1) increased the number of courses offered in the Fall 2007 and Spring 2007 full- and mini-mester sessions; and 2) required advisor-advisee conferences to complete all degree application forms and related documents.
- ◆ Expanded availability of courses to accommodate varied student work schedules and student preferred class schedules--according to instructional format and course scheduling by: 1) offering online versions of United States History I and Introduction to Sociology (initially available in Summer 2007) to augment traditional classroom instruction; 2) scheduling select courses on Sunday afternoon starting in Spring 2007; 3) increasing the number of courses offered on weeknights, Saturdays, and Sundays.

Academic Support Center

III. Provide a description of effective activities and initiatives designed to increase student retention and graduation rates.

- ◆ Continued to offer Regents', Compass, and math workshops.
- ◆ Expanded the operating hours of the Academic Support Center to include Saturdays. The new hours were officially instituted Summer 2007.

Enrollment Data

Atlanta Metropolitan College's credit curricula offerings served on average 1,723 students per semester. During the 2006-2007 academic year, the following enrollment rates were achieved:



Evening/Weekend Services

II. Identify and briefly describe all major institutional strategic planning goals attained and new or revised institutional priorities adopted in the preceding year.

- ◆ The institution hired a full-time coordinator for the Evening College whose primary responsibility is to supervise the administration of instructional/non-instructional activities and services for students, faculty, and staff.

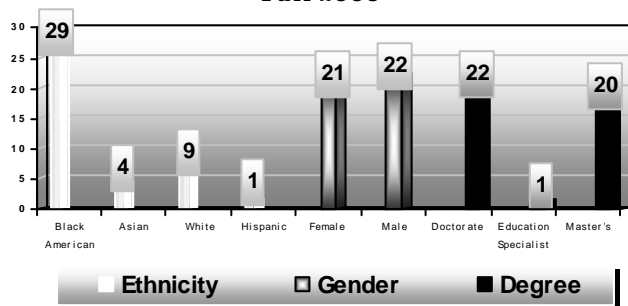
III. Provide a description of effective activities and initiatives designed to increase student retention and graduation rates.

- ◆ Coverage for the evenings is provided by the interim chair of the Business Division.

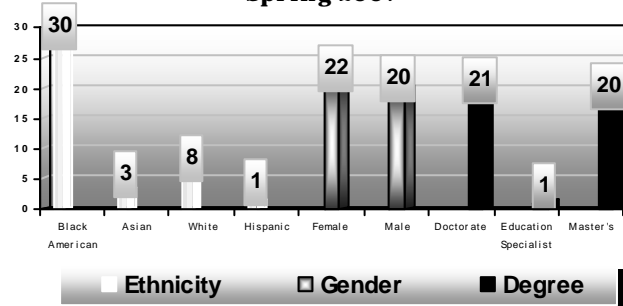
Full-Time Faculty

Atlanta Metropolitan College employed eighty-five (85) full-time faculty members during academic year Fall 2006 and Spring 2007. During Fall 2006, 43 full-time faculty members and 42 adjunct faculty members were employed by the college. During Spring 2007, 42 full-time faculty members and 44 adjunct faculty members were employed by the college. The following graph represents a partial breakdown of full-time faculty by ethnicity, gender, and degrees earned for Fall 2006 and Spring 2007.

**Full-Time Faculty Profile
Fall 2006**



**Full-Time Faculty Profile
Spring 2007**



Library

II. Identify and briefly describe all major institutional strategic planning goals attained and new or revised institutional priorities adopted in the preceding year.

- ◆ Plans were developed to renovate the library facility. Renovations are scheduled to begin Fall 2007.

Office of Academic Advisement

II. Identify and briefly describe all major institutional strategic planning goals attained and new or revised institutional priorities adopted in the preceding year.

- ◆ Coordinated orientation classes and instructed faculty and student participants in the use of the new web-based degree audit program.
- ◆ Structured the academic advisement process to ensure that each student received advisement throughout the semester, rather than during a specified advisement period.
- ◆ Students on academic warning, academic probation, and suspension were required to meet with the coordinator of Academic Advisement to develop an academic improvement plan.
- ◆ Coordinator of Academic Advisement continued to meet with orientation classes to discuss advisement and other issues relevant to students.

III. Provide a description of effective activities and initiatives designed to increase student retention and graduation rates.

- ◆ Advised students who were not in good academic standing and provided them with academic improvement plans.
- ◆ Revised the *Academic Advisement Handbook for Students* to clarify academic procedures and guidelines.
- ◆ Conducted a general advisement session for participants in new student orientation. Each new student received various academic advisement handouts.
- ◆ Provided instruction for faculty and new student orientation classes in how to use the web-based degree audits.
- ◆ Instructed participants in new student orientation sessions on how to prepare a degree plan.
- ◆ Compiled data on 373 students who were not in good standing. Coping with illness, balancing work and other personal activities, remaining motivated, coping with death of a loved one, developing good study skills/habits, and adhering to the college's procedures for withdrawing from classes were the top six (6) areas that affected a student's academic progress.

Office of Admissions and Enrollment Management

III. Provide a description of effective activities and initiatives designed to increase student retention and graduation rates.

- ◆ Students who had not enrolled for more than one semester were contacted by the Office of Admissions, the Office of Student Access and Outreach, and the Weekend College Administrator to encourage them to return to the college to continue and/or complete their course of study.
- ◆ Encouraged students via mail, telephone calls, and in-person consultations with Office of Admissions personnel to register for the mini-mester, online courses, and weekend courses. The increase in course schedule options facilitated easier access to course of study requirements, thus increasing the potential for student retention and graduation.

OFFICE OF FISCAL AFFAIRS

Accounting Services

I. Please identify and briefly describe the major accomplishments of the institution in the preceding year.

- ◆ Commenced an awareness campaign promoting the implementation of the new online fee payment process using the slogan "Why Stand in Line, When You Can Pay Online." Students were informed of the security and convenience of paying online. As a result, online payments increased by approximately thirty percent (30%), which ultimately streamlined student wait times and reduced man-hours.
- ◆ Contracted with Williams and Fudge collection agency to assist in the collection of student account balances. This function had previously been performed by a single in-house staff member.
- ◆ A significant percentage of students paid their tuition, fees, and book charges via credit card. In response to this trend, the institution now accepts Discover Card as a form of payment.

Auxiliary Services

I. Please identify and briefly describe the major accomplishments of the institution in the preceding year.

- ◆ The college re-bid the services for snack and soda vending. As a result, sales and commissions are expected to increase in the upcoming fiscal year.

Athletics

I. Please identify and briefly describe the major accomplishments of the institution in the preceding year.

- ◆ Reinstated the Athletic Program, which was approved by the Board of Regents. Recruitment efforts were initiated for the Men's Basketball program, which will be reinstated in FY2008; the Women's Basketball program will be reinstated in FY2010. Athletics helps to build identity for an institution. Reinstatement of the athletics program could potentially increase enrollment and will ultimately build students' leadership and teamwork skills.

Campus Safety

I. Please identify and briefly describe the major accomplishments of the institution in the preceding year.

- ◆ Added a new call box to the existing series of call boxes to ensure the continued safety of the college's constituents (students, faculty and staff). The new call box is located in the rear of the Student Center and is an additional access point for direct contact to the Office of Campus Safety in case of an emergency.

Human Resources

I. Please identify and briefly describe the major accomplishments of the institution in the preceding year.

- ◆ The college was recognized by the Board of Regents for achieving the highest percentage of employee participation in the HRMS Employee Self-Service Initiative.
- ◆ Contracted with Families First to provide an Employees Assistance Program for the benefit of all full-time faculty and staff.
- ◆ Instituted a health and wellness program featuring Weight Watchers @ Work and a monthly walk.

Plant Operations and Facilities Planning

I. Please identify and briefly describe the major accomplishments of the institution in the preceding year.

- ◆ Replaced the natural gas-fired absorption chiller with an electric water chiller. The transition to electric water air conditioning resulted in substantial savings. This initiative enabled the college to realize a thirty-three percent (33%) net reduction in natural gas and electricity costs.
- ◆ Implemented and provided project management for capital projects through MRR and institutional budget, including the following:
 - Completed projects which added 10 tons of supplemental cooling, humidity control, and a Sinorix waterless fire suppression system to the college's Network Operations Center.
 - Phase II of the project to upgrade chemistry and biology labs was completed. This project involved the replacement of flooring and the addition of fume hood monitoring and lighting retrofits.
 - Phase I of the Campus Entry Project was completed. This project provided a dedicated vehicular entry at the college's Casplan Street entrance. The project included the addition of a bus stop, new monument signage, and enhanced landscaping.
 - Replaced flooring in the Physical Education Building. This project featured the use of flooring containing 100% recycled content.
 - Completed Plant Operations Fiber Optic Project. This project provided fiber optic cabling to network the Library/Administration Building, Central Energy Plant, and Plant Operations Building to the existing campus network.
 - Continued efforts to retrofit campus lighting in order to increase energy efficiency in the Science/Lecture Building and the gymnasium.
 - Implemented at the Central Energy Plant and campus buildings HVAC systems, continuous commissioning procedures based on Energy Efficiency and Renewable Energy (EERE) Federal Energy Management Programs standards and recommendations.

OFFICE OF STUDENT AFFAIRS

Office of EOC and Talent Search

The Office of EOC and Talent Search accomplished the following:

- ◆ Ninety-seven percent (97%) of Talent Search graduates received some form of financial aid for college.
- ◆ Fifty percent (50%) of Talent Search graduates received academic scholarships.
- ◆ Forty percent (40%) of Talent Search graduates scored at least 1000 on the SAT and/or at least 22 on the ACT.
- ◆ Eighty percent (80%) of Talent Search graduates scored above the minimum on the SAT/ACT.
- ◆ Over six hundred (600) participants (middle and high school students) enrolled in the Talent Search Program from Upson-Lee Alternative School, Upson-Lee Middle School, and Upson-Lee High School.
- ◆ Over one thousand (1,000) participants (adults and high school dropouts) enrolled in the Educational Opportunity Centers Program (EOC) from Thomaston—Upson County, Barnesville—Lamar County, Zebulon—Pike County and Griffin—Spalding County.
- ◆ Over five hundred (500) EOC participants enrolled in a General Educational Development (GED) program.
- ◆ Over four hundred (400) EOC participants enrolled in a postsecondary education program, while over three-hundred (300) Talent Search participants attended at least two college fairs.
- ◆ Forty (40) high school Talent Search participants attended the Georgia Student Leadership Conference in Atlanta, Georgia, November, 2006.

- ◆ Thirty-seven (37) Talent Search seniors participated in the 2007 Senior Retreat at the Embassy Suites located in Atlanta, Georgia, in August 2007. In addition, ninety-five percent (95%) of Talent Search seniors graduated from high school.
- ◆ Over eighty-five percent (85%) of Talent Search graduates enrolled in postsecondary institutions in Fall 2007.
- ◆ Over one hundred (100) middle and high school Talent Search participants were involved in the Summer Educational Enrichment Program.
- ◆ Throughout the year, Talent Search junior and senior participants attended the Georgia High School Graduation Test (GHSGT) Reviews.
- ◆ Secretary conducted two technology-based, campus-wide workshops for the college's administrative staff.
- ◆ The EOC/Talent Search Educational Specialist was elected Member-at-Large for the Georgia Association of Educational Opportunity Program Personnel (GASPP).
- ◆ The director was elected President of the Southeastern Association of Educational Opportunity Program Personnel (SAEOPP), an organization comprised of over nine hundred (900) members from Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, and Tennessee.

Office of Counseling and Testing/Disability Services

II. Identify and briefly describe all major institutional strategic planning goals attained and new or revised institutional priorities adopted in the preceding year.

- ◆ Evaluated the manner in which the Compass Exam was administered. Upon conclusion of a thorough assessment of the exam's administration, the Compass was restructured and is now completely internet based. As a result, testing time has been streamlined and the testing experience is now student friendly.
- ◆ Worked in collaboration with the Office of Management Information Systems to establish Internet-based Compass accessibility in four laboratories located in the Academic Building.

III. Provide a description of effective activities and initiatives designed to increase student retention and graduation rates.

- ◆ Holistic health-related programming for students was instituted in an effort to impart the importance of managing overall student health as it relates to academic and social outcomes.
- ◆ Instituted an early warning monitoring system for Learning Support students who are at a greater risk of failing prior to mid-term.

INSTITUTIONAL AND SYSTEM TESTING

Academic Years 2002-2007

| | 2002-2003 | 2003-2004 | 2004-2005 | 2005-2006 | 2006-2007 |
|---------------------------------|-----------|-----------|-----------|-----------|-----------|
| Regents' (Standard) | 659 | 553 | 419 | 615 | 418 |
| Regents' (International) | 119 | 72 | 36 | 90 | 65 |

| | Fall 2005 | Spring 2006 | Fall 2006 | Spring 2007 |
|--------------------------------------|-----------|-------------|-----------|-------------|
| Regents' Test (Standard) | 234 | 381 | 185 | 233 |
| Regents' Test (International) | 45 | 45 | 29 | 36 |

Office of Media Relations

I. Please identify and briefly describe the major accomplishments of the institution in the preceding year.

- ◆ Hired a media relations professional to establish the college's Media Relations department.

II. Identify and briefly describe all major institutional strategic planning goals attained and new or revised institutional priorities adopted in the preceding year.

- ◆ Developed and implemented a strategic marketing and advertising plan to increase public awareness of the college.

Office of Student Activities

III. Provide a description of effective activities and initiatives designed to increase student retention and graduation rates.

- ◆ Enhanced student activity calendar to provide increased opportunities for student engagement.
- ◆ Provided information to new student orientation classes on the services and activities offered by the office.

Office of Upward Bound

I. Please identify and briefly describe the major accomplishments of the institution in the preceding year.

- ◆ One-hundred and sixty (160) students were served.
- ◆ One-hundred percent (100%) of participants attended after school tutoring during the academic year. Tutoring was offered Tuesday through Thursday from 4 p.m. – 8 p.m.
- ◆ Sophomores and juniors participated in an overnight educational tour of Fort Valley State University, Savannah State University, Abraham Baldwin Agricultural College, and Macon State University. In addition, freshmen participated in a one day tour of Columbus State University.
- ◆ Seniors traveled to an overnight retreat in Florida followed by a tour of Bethune-Cookman College.
- ◆ Twenty (20) participants were enrolled in an SAT Prep course during the summer program.
- ◆ Seventy-five (75) students participated in Hands on Atlanta as part of a community service project to renovate two local schools—Therrell High School and Harriett Tubman.
- ◆ Summer program activities culminated in students participating in an educational/cultural tour of Chicago, Illinois. Some of the activities featured on the tour included: 1) tower view of Chicago from the Sears Tower; 2) tour of Chicago by experienced tour guides; 3) visit to the DuSable Museum; 4) attendance at the Broadway play Wicked; 5) visit to the Navy Pier; 6) visit to the Museum of Science and Industry.
- ◆ Upward Bound parents raised approximately \$4000 to help defray the cost of the cultural trip to Chicago.
- ◆ Twenty-seven (27) participants graduated from the Upward Bound program, while fourteen (14) students attended the Bridge Program with tuition being paid by Upward Bound.
- ◆ Twenty-three (23) graduates enrolled in college with one-hundred percent (100%) receiving financial aid.
- ◆ Students attended a dinner/dance jointly coordinated by Atlanta Metropolitan College, Morehouse College, and the University of Georgia.
- ◆ Ten (10) students participated in a leadership conference sponsored by the Georgia Association of Special Programs Personnel (GASPP).
- ◆ Several students were selected to participate in specialized summer programs, including a two week law camp, six week math/science camps, and a two-week journalism program.
- ◆ Chess and bridge were offered as summer electives with tournaments held at the end of the program.
- ◆ Rising 9th graders attended an overnight freshman retreat at Lake Lanier Islands. In addition, students participated in a mock trial competition during the summer program.
- ◆ Twenty (20) students participated in the college's summer work-study program.

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| OFFICE OF THE PRESIDENT |
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Customer Service

II. Identify and briefly describe all major institutional strategic planning goals attained and new or revised institutional priorities adopted in the preceding year.

- ◆ Atlanta Metropolitan College commenced efforts to implement a Customer Service Improvement Plan in fiscal year 2007. The purpose of the customer service plan is to evaluate the levels of customer service which currently exist at the college with the ultimate goal of creating a campus environment that consistently renders professional experiences that are mutually rewarding for both the customer and institutional representative. This goal will be achieved through the use of appropriate training techniques and conscientious adherence to the principles and policies that underscore the plan. Since the college services a wide constituency base both internally (faculty, staff, and students) and externally (businesses, government agencies, and the general community), and the overall college environment is continuing to transition, it is imperative that the effectiveness and quality of the plan be assessed on a regular basis.
- ◆ The Customer Service Improvement Plan for fiscal year 2008 will further focus on the Office of Financial Aid. This particular office was selected due to the feedback indicated on solicited customer service surveys as well as volunteer feedback received from various constituents of the college. Feedback suggested a critical need for varying degrees of improvement in the areas of customer service etiquette, communication, and process improvement. Improvement in the college's overall levels of customer service could significantly impact future enrollment.

Office of Environmental Health and Safety and Right-to-Know

II. Identify and briefly describe all major institutional strategic planning goals attained and new or revised institutional priorities adopted in the preceding year.

- ◆ Provided periodic dissemination of information relative to environmental health and safety via training workshops, brochures, emails, and electronic monitors.
- ◆ Developed interrelationships between energy and the environment as well as facilitated the Partnership for Clean Air Campaign Program of Georgia.
- ◆ Regularly updated faculty, staff, and students on new safety regulations and practices via fairs, posters, flyers, emails, and electronic bulletin boards.

III. Provide a description of effective activities and initiatives designed to increase student retention and graduation rates.

- ◆ Promoted safe lab practices, training workshops, fire drills, and visual trainings to ensure students were continually aware of environmental health and safety and right-to-know policies and procedures.

Office of Institutional Research, Planning, and Assessment

I. Please identify and briefly describe the major accomplishments of the institution in the preceding year.

- ◆ Conducted annual internal customer service/satisfaction survey in order to evaluate the services provided by the office. On average, ninety-nine percent (99%) of the office’s internal customers strongly agreed/agreed that the office is effective. Selected internal customer service categories with respective data were extrapolated, and an analysis of the survey results in those areas follows:
 - The information provided by the Office of IRPA was accurate: Strongly Agree – 99.0% // Agree – 1.0%
 - The information provided met my needs: Strongly Agree – 98.0% // Agree – 2.0%
 - The information was in a useful format: Strongly Agree – 99.0% // Agree – 1.0%
 - I plan to use the services of the Office of IRPA again: Strongly Agree – 100%

Office of Management Information Systems

Following is a summarized bulleted list of the overall major accomplishments of the Office of Management Information Systems (MIS) from July 1, 2006 through June 30, 2007:

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| <ul style="list-style-type: none"> ◆ Computer Labs ➢ Business Division Computing Labs (A-242 and A-244) equipped with 50 new computers. ➢ Social Science Division Computing Lab (A-160) acquired 29 new computers for the Fall 2007 conversion. | <ul style="list-style-type: none"> ◆ Database Maintenance ➢ Successfully converted and implemented University System of Georgia (USG) Board of Regents Banner Hosting. ➢ Prior to hosting, successfully implemented all GeorgiaBest (Banner) upgrades as required by OIIT. ➢ Successfully maintained all requirements and mandated date adherences for the GeorgiaFirst (PeopleSoft) Project. |
| <ul style="list-style-type: none"> ◆ Auditing ➢ Conducted three campus-wide data security audits of computers, PeopleSoft, and Banner ➢ Conducted a campus-wide technology infrastructure inventory ◆ End User Customer Support <p>The overall median time for successful remediation of customer service requests was reduced to 31.3 minutes during the 2006-2007 year. By comparison, the previous year yielded a remediation time of 38.1 minutes. The result is an improvement of 6.8 minutes for the 2006-2007 year.</p> | <ul style="list-style-type: none"> ◆ MIS Personnel ➢ Ms. Tichina Powers completed and received certification for WebCt Administration. ➢ Mr. Walter Cummings, Ms. Tichina Powers, and Mr. Antonio Travis completed Crystal Reports XI training. ◆ Network ➢ Replaced all legacy campus building networking IDF and MDF switches. |

II. Identify and briefly describe all major institutional strategic planning goals attained and new or revised institutional priorities adopted in the preceding year.

- ◆ **Major institutional strategic planning goals attained, follow:** 1) reduced end user support remediation time; 2) successfully remediated all student computer labs; 3) complied with all University System of Georgia Board of Regents deadlines; and 4) addressed all University System of Georgia Board of Regents IT Audit requirements.
- ◆ **New or revised institutional priorities adopted in the preceding year:**
 - Introduce infrastructural changes to support and implement wireless services.
 - Continue seeking effective solutions to provide student portal through University System of Georgia Board of Regents OIIT in Banner hosting environment.
 - Continue providing bi-monthly end user information technology training sessions and continue to reduce end user support remediation time at current staff levels.
 - Employ, as budgeted, a webmaster and instructional technologist as well as continue to expand campus-wide web services.

III. Provide a description of effective activities and initiatives designed to increase student retention and graduation rates.

In support of the college’s overall goals and objectives as outlined by the President and administration, the MIS unit continued to aggressively pursue improvements in its daily and ongoing operations, proposed project implementations, budgetary management, and additional process improvements to better support and enhance the quality of services experienced by its customers (students,

faculty, and staff). With relation to information technology, MIS personnel understand that there is a positive correlation between retention and customer satisfaction.

The types of services being expanded upon and sought for implementation to enhance student satisfaction and retention are increased wireless services, enhanced and expanded electronic classrooms, and a portal.
