

**LAMAR STATE COLLEGE-ORANGE  
OPERATIONAL OBJECTIVES (2003-2004)**

**ASSESSMENT DATA AND USE OF RESULTS**

1. Student transfer rates to senior colleges or universities will equal or exceed the state average for public community and junior colleges.

**Source:** The Texas Higher Education Coordinating Board Migration Report

**Results:** Current information is for year 2001-2002. The state average is **10.2%** for student transfer to senior colleges or universities. Lamar State College-Orange transfer rate is **12.9%**.

**Use of results:** The College met this objective.

2. Each technical program will graduate at least 15 students over a three-year period (2002-2004).

**Source:** CBM009 report, submitted to the THECB, which consists of graduates for the fiscal year

**Results:**

	FY02	FY03	FY04	Total	Met/Not Met
<b>Business Management</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>8</b>	<b>N</b>
Computer Info System	4	13	6	23	Y
Criminal Justice	14	4	9	27	Y
Dental Assisting	13	10	14	37	Y
<b>Emergency Medical Service</b>	<b>11</b>	<b>2</b>	<b>0</b>	<b>13</b>	<b>N</b>
Environmental Technology	3	2	4	9	NA
Medical Laboratory Tech		5	12	17	Y
Medical Office Technology	13	25	21	59	Y
Office Technology	11	9	13	33	Y
Pharmacy Technology	21	26	12	59	Y
<b>Process Operating Technology</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>08</b>	<b>N</b>
<b>Technical Accounting</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>09</b>	<b>N</b>
Upward Mobility	50	21	29	100	Y
Vocational Nursing	59	55	80	194	Y
CISCO			9	9	NA

**Use of results:** Each program not meeting this objective has outlined a plan to increase the number of graduates as follows:

**Business Management:**

1. Maintain contact with high school advisors.
2. Maintain contact with local businesses.
3. Advertise in local media.
4. Continue to increase offerings of internet courses.

**Emergency Medical Service:**

The EMS Director will visit the classrooms each semester to encourage participation in graduation at the certification levels.

**Process Technology:**

Students will be certified in fall 2005 to determine the reason(s) they are not completing the certificate program. A plan of action will developed based on the results to retain students until completion.

**Technical Accounting:**

**Vocational Nursing:** The VN program will continue to admit 100-120 students per year in the vocational nursing program.

3. Ninety percent of technical graduates will be employed or pursuing higher education within one year. (three-year average)

**Source:** Employment data from the Graduate Follow-up Survey supplemented with data from the Automated Student Follow-up Survey put out by the THECB.

2000-2002	Grad	Empld	%	Met/Not Met
Business Management	12	12	100	Y
Computer Info System	30	27	90	Y
Criminal Justice	20	19	95	Y
Dental Assisting				NA
Emergency Medical Service	19	19	100	Y
Environmental Technology	9	9	100	Y
Medical Laboratory Tech	13	12	92.31	Y
Medical Office Technology				NA
Office Technology	38	36	94.74	Y
Pharmacy Technology	51	48	94.12	Y
Technical Accounting	22	21	95.45	Y
Process Operating				NA
<b>Upward Mobility Nursing</b>	<b>162</b>	<b>126</b>	<b>77.78</b>	<b>N</b>
Vocational Nursing	173	165	95.38	Y

Those programs with NA have not been in existence for three years. Most current data available is for years 2000-2002.

**Use of results:**

**Upward Mobility:**

Institutional Research Director and Upward Mobility Program Director have put in place additional graduate survey questions which indicate at the time of graduation if student has accepted employment contingent upon graduation and listing name of employer and requesting permission to contact employer following graduation. It is hoped that future results will reflect an increase in data collected from our Louisiana graduates.

- 4. Each Technical program will hold at least one advisory committee meeting per year.

**Source:** Advisory committee minutes/attendance documents

**Results:** 100% of the Technical programs held advisory committee meetings.

**Use of results:** Advisory committees will continue to meet one or more times per year to ensure that programs offer courses that will give students the skills employers need in today’s labor market.

- 5. The percentage of successfully remediated students who subsequently pass a college-level course in the area remediated will increase annually.

**Source:** Sequential Course Study

**Results:**

	Fall 2002	Fall 2003
DMTH-College Algebra	83.7%	<b>52.63%</b>
DRDG to English	75%	<b>50%</b>
DWRT to English	60%	<b>28.57%</b>

**Use of results:**

**Liberal Arts:**

- 1. Beginning in Fall 2005, the institution will survey developmental education students to see what their needs are; and
- 2. The institution is questioning developmental educators on campus about their developmental training needs.

**Math and Science**

- 1. Developmental faculty will attend specific personal developmental math conferences.
- 2. Communication in the department will improve. A full-time faculty member will be assigned to adjunct faculty to keep them informed about campus matters.

- 6. The Curriculum Committee will maintain a regular schedule of program reviews.

**Source:** Curriculum Committee Program Review documents

**Results:** Program reviews are conducted as scheduled of all instructional programs. Programs reviewed in 2003-2004 were Business Management, Business, Pharmacy Technology, Distance Education, Communication, and EMT.  
<http://www.lsc.edu/oire/InstitutionalEffectiveness/ProgramReviewTimetable.htm>

**Use of results:** Each program reviews recommends programs improvements. Follow-up reports is required one year after review. Follow-up reviews for 2203-2004 were received for the following programs: Business Management, Pharmacy Tech, Distance Education, Business, Communications, and EMT. <http://intranet/Committees/CurriculumCommittee/ProgramReviewFollowUp.htm>

7. Ninety percent of continuing education course and program reviews will receive “good” or better ratings.

**Source:** Departmental Course Evaluation Form

**Results:**

Fall 2003: 98% good or better (859 out of 880)  
Spring 2004: 99% good or better (1653 out of 1671)  
Summer 2004: 99% good or better (628 out of 629)

**Use of results:** Each evaluation form is reviewed for program improvement and to develop new classes.

8. No more than 10% of students will rate faculty performance unsatisfactory.

**Source:** Student Satisfaction Survey administered by Noel Levitz

**Results:** Students rated Instructional Effectiveness Satisfaction as a 6.15 on a scale of 1-7 as important. Assessment of actual student satisfaction of instructional effectiveness was 5.38. A score with a rating gap of less than one is considered as meeting the objective. Instructional effectiveness had a rating gap of .77.

**Use of Results:** The library will conduct focus group meetings with LSC-O students to improve library services for the student body. Meetings will be conducted by September 15, 2005.

9. No more than 15% of faculty/staff will find LSC-O departmental services unsatisfactory.

**Source:** Survey of Organizational Excellence

**Results:** Questions pertaining to departmental services are as follows:

Business Office	% disagree/strongly disagree 8.28
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Academic Affairs	10.59
<b>Student Affairs</b>	<b>18.82</b>
<b>Advising and Counseling</b>	<b>26.19</b>
Admissions and Records	8.43
Student Center	10.84
<b>Computer Center</b>	<b>17.85</b>
<b>Financial Aid</b>	<b>19.27</b>
Maintenance	11.90
Human Resources	14.45
Performance of Faculty	14.64
Senior Administrators	14.64
Library	13.42
Learning Center	3.70
Continuing Education	4.82
<b>Security</b>	<b>34.94</b>
Institutional Research	7.23
Institutional Effectiveness	9.76

**Use of results:**

**Student Affairs:** The Vice President for Student Services shall conduct focus group meetings with faculty and staff to target improvements for student services. The focus group meetings will be conducted on or before July 31, 2005.

**Advising and Counseling:** Information from the survey will be used to plan and implement strategies designed to promote an increase in the overall organizational satisfaction with the Advising, Counseling and testing department.

**Implementations:**

- 1) Each department professional will submit an article item of Advising, Counseling & Testing (at least every other issue) activities to the campus newspaper (*The Lamar Advisor*) to promote familiarity with departmental events and activities engaged.
- 2) More departmental participation in campus wide events and activities are encouraged in an attempt to promote good will.
- 3) Informational fliers have been disseminated campus wide that list departmental services.

**Computer Center:** The Technology Needs Survey has been modified to include questions relating to customer satisfaction. The questions have been formulated to find out what is causing the dissatisfaction.

**Financial Aid:** In an effort to improve relations with faculty and staff the financial aid office will continue to attend customer service training whenever it is offered. Since a small percentage of staff and literally no faculty use our services, I have to question the validity of this data.

**Security:** Will identify training needs for this year and provide opportunities for In-house training as well as coursework for credit and external professional development.

We will create feedback surveys to be given to each customer served allowing for immediate input. It will provide another tool to explain the disparity between the Noel Levitz Satisfaction Survey and the Faculty/Staff Satisfaction Survey.

10. Ninety-five percent of employees will attend at least one approved training session per year.

**Source:** Data gathered from in-house database and travel requests

**Results:** Of the 202 employees in our database, only six did not attend training. Ninety-seven percent attended at least one session.

**Use of results:** We will identify training needs for this year and provide opportunities for in-house training as well as coursework for credit and external professional development.

11. Faculty-to-student ratios will not exceed 1 to 30.

**Source:** Official class day reports sent to TSUS office every semester

**Results:**

Fall 2003	18:1
Spring 2004	15:1
Summer I 2004	28:1
Summer II 2004	28:1

**Use of results:**

12. Completion rates of students enrolled in academic and technical courses will remain at 85% or better.

**Source:** CBM004 and CBM006

**Results:**

	Started	Ended	%
Fall2003	369,280	328,800	89.04
Spring2004	357,728	313,150	87.54
Summer I 2004	95,504	90,000	94.24
Summer II 2004	31,184	28,768	92.25

**Use of results:** LSC-O will continue to provide services to students that encourage and assist them in completing courses.

13. Ninety percent of students taking licensure and certification exams will pass or passing rate of students will be within five percent of the state average.

**Source:** Statewide licensure report developed by THECB

**Results:**

FY2004	Tested	Passed	%	Meet/Does Not Meet
Dental Assisting				
Emergency Medical/Paramedic	56	41	73.21	Y
<b>Medical Laboratory Technician</b>	<b>6</b>	<b>3</b>	<b>50.00</b>	<b>N</b>
Nurse Aide	37	37	100.00	Y
Nurse, LVN	71	68	96.00	Y
Nurse, RN	29	25	86.21	Y
<b>Pharmacy Tech</b>	<b>12</b>	<b>10</b>	<b>83.33</b>	<b>N</b>
<b>Massage Therapy</b>	<b>12</b>	<b>9</b>	<b>75.00</b>	<b>N</b>

**Use of results:**

**Emergency Medical/Paramedic:** The LSC-O EMS student pass rate is 73.21%. The NREMT pass rate is 63%. LSC-O is above the national average. The instructors will continue to revise curriculum, adding critical thinking scenario-based questions to homework and exams.

**Medical Laboratory Technician:** The LSC-O MLAB program has a current pass rate of 50%. The state average is not available. The students expected to graduate in Spring 06 will be taking an ASCP practice exam on-line during the final semester. This exam will help the students prepare for the National Registry of ASCP.

**Nurse, RN:** Upward Mobility Nursing faculty have implemented changes to the exit Exam policy which go into effect May of 2005. The faculty feels that these changes administering a alternate test for each exit exam, increasing time between exit exams for remediation, will ensure that graduates are successful on the NCLEX-RN® licensure exam.

**Pharmacy Tech:** The instructors will implement lecture and lab test that will routinely test the student's progress. Student progress will be analyzed and graded by the instructor and student will be informed of any deficit the student lacks in the program

**Massage Therapy:**

14. The percent of full-time, first-time students enrolled at the institution after one academic year will be within 5% of the state average.

**Source:** THECB Institutional Effectiveness Measures and Standards

**Results:** Enrolled Fall 2002 – 217  
 Returned Fall 2003 – 110  
 Percentage – 50.69%

**Use of results:** The coordinating board no longer does retention based on first-time full-time students. Now retention is based on all students.

15. Increase the contact-hour enrollment of FY 2003.

**Source:** Enrollment data

<b>Result</b>	<b>2002-2003</b>	<b>2003-2004</b>	<b>Increase/Decrease</b>
Fall	350,416	369,280	+18,864
Spring	314,624	357,728	+43,104
Summer I	80,016	95,504	+15,488
Summer II	28,416	31,184	+ 2,768
<b>Total</b>	<b>773,472</b>	<b>853,696</b>	<b>+80,224</b>

16. Advising services will have rating gap of .90 or less on the Noel Levitz Survey of Students.

**Source:** Student Satisfaction Survey administered by Noel Levitz

**Results:** Students rated Advising/Counseling as 6.07 as important on a scale of 1-7. Assessment of student satisfaction with Advising/Counseling was rated as 6.07. Rating gaps of less .90 considered meet the objective. The rating gap for Advising/Counseling was .95.

**Use of results:** Information from the survey was used to plan and implement strategies for the 2004-2005 school year toward the reduction of the gap scores and to promote an increase in overall student satisfaction:

Implementations:

- a. Reduced the lines in waiting area by assigning faculty advisors for students who have attended at least one (1) semester and have no TSI restrictions. These students may then register using the online system during early registration.
- b. Set up pre-advising station to greet and screen students and route them to the appropriate office.
- c. Implemented student ambassadors to be stationed in each building to greet and assist students during the last week of registration and the first few days of classes.
- d. Set up registration stations with faculty advisors to assist on-going students during peak registration periods.
- e. Show movies in waiting area to help reduce boredom and restlessness of students while waiting to be seen by the advisor
- f. Offered refreshments to students in waiting area

- g. Worked with Student Activities to bring in comedian and magician to break up the boredom for students in waiting area.
- h. Students are seen by the first available advisor during peak registration periods in order to promote prompt attention to students needing to be advised.
- i. Signs are placed in strategic areas to inform students of registration process.
- j. Implemented priority registration for students documented as having disabilities or disabilities that are visually identifiable.
- k. Implemented “Birthday Card” project to promote a sense of personal caring for students.
- l. Provided training for faculty and staff advisors on programs offered at 4 year institutions.

17. Library Service will have a rating gap of .90 or less on the Noel Levitz Survey of Students.

**Source:** Noel Levitz Student Satisfaction Survey

**Results:** Students rated Library Staff being helpful and approachable as 6.01 on a scale of 1-7. Assessment of student satisfaction with Library Service was rated 5.55. Rating gaps of less than .90 meet the objective. The rating gap for Library Service was .46.

**Use of results:**

18. The Learning Center will have a rating gap of .90 or less on the Noel Levitz Student Satisfaction Survey.

**Source:** Noel Levitz Student Satisfaction Survey

**Results:** No direct measure on the survey.

**Use of results:** Specific questions concerning The Learning Center services will be added to student, faculty and staff surveys.

19. Financial Aid services will have a rating gap of .90 or less on the Noel Levitz Student Satisfaction Survey.

**Source:** Noel Levitz Student Satisfaction Survey

**Results:** Multiple questions regarding Financial Aid were asked on the survey. The following are the questions and results as they appear on the survey:

	Importance	Satisfaction	Performance Gap
7. Adequate financial aid is available for most students.	6.31	5.07	1.24
20. Financial aid counselors are helpful.	6.19	5.03	1.16
13. Financial aid awards are announced to			

students in time to be helpful in college planning.	6.07	5.17	1.28
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**Use of results:** In an effort to provide more aid to students we are returning the Stafford loan program beginning Fall of 2005.

We asked for another employee in the last budget cycle to increase the amount of time we can spend with students. This new employee was finally approved and should begin work in June.

Financial aid awards for Fall and Spring were announced in early June last year. This was the earliest we have ever been able to notify students of their awards. We should be right on or a little ahead of that schedule this year.

20. Admissions and Records services will have a performance rating gap .90 or less on the Noel Levitz Student Satisfaction Survey.

**Source:** Noel Levitz Student Satisfaction Survey

**Results:** Multiple questions were asked on the survey about Admissions and Records. The following are the questions and results as they appear on the survey:

	Importance	Satisfaction	Performance Gap
41. Admissions staff are knowledgeable	6.17	5.44	.73
49. Admissions counselors respond to prospective students' unique needs and requests.	6.03	5.17	.86
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.65	4.86	.79

**Use of results:** Admissions and records met objective. However, this is an area the department is continuously working on to maintain student satisfaction. In-house training is provided and *Dartnell's Customers First* newsletter is distributed for required reading.

21. The number of activities for student growth and enrichment will increase annually.

**Source:** Activity Records

**Results:** The number of student activities remained the same from FY 2002/2003 – (12) activities, FY 2003/2004 – (12) activities.

**Use of results:** Budget constraints reveal that the number of activities is at maximum capacity.

22. No more than 15% of students will find student activities unsatisfactory.

Source: Attendance Evaluation Documents

**Results:** Of the student activities that could be evaluated 89% of students, faculty/staff and guests rated activities excellent, 9% very good, 2% good and 0% poor.

**Use of results:** This information will insure that activities provided are meeting the needs and wants of the students. Also, this feedback is used in future planning of events.

23. Space utilization rate (expressed as a percentage) for classrooms and laboratories will equal or exceed the state average.

**Source:** Classroom and class lab utilization summaries developed by the THECB every fall semester.

<b>Results:</b>	Classroom	Laboratory
LSCO Utilization	<b>31.6</b>	32.6
Standard set by the State	38.0	25.0

**Use of results:**

24. LSC-O facilities and equipment will have a .90 or less performance rating gap on the Noel Levitz Student Satisfaction survey.

**Source:** Noel Levitz Student Satisfaction Survey

**Results:** Multiple questions about facilities and equipment were asked on the survey. The questions and results as they appear in the survey are as follows:

	Importance	Satisfaction	Performance Gap
68. On the whole the campus is well maintained.	6.19	5.71	.48
42. The equipment in the lab facilities is kept up to date.	6.16	5.66	.50
74. The renovated campus buildings and surrounding s make this a pleasant place to pursue my education.	5.97	5.48	.49

**Use of results:**

25. The minority student population will equal or exceed the minority population in the Orange County service area.

**Source:** CBM001 report submitted to the THECB every semester 2003 Census Data

<b>Results:</b>	Fall 2003		Spr. 2004		Smr. I 2004		Smr. II 2004		Census
	#	%	#	%	#	%	#	%	%
Am/Indian	3	>1	9	>1	3	>1	3	>1	>1
Asian	18	>1	18	>1	4	>1	2	>1	>1
Black	293	18.8	307	16.9	117	17.1	60	17.1	8.4
<b>Hispanic</b>	<b>58</b>	<b>3.1</b>	<b>64</b>	<b>3.5</b>	<b>19</b>	<b>3.0</b>	<b>11</b>	<b>3.0</b>	<b>4.6</b>
International	2	>1	2	>1	0		0		NA
Unknown	39	2.1	17	>1	16	2.5	11	4.0	NA
White	1,440	77.7	1,395	76.9	469	74.6	262	75.0	89.0
Total	1,853		1,812		628		349		

**Use of results:** Lamar State College-Orange exceeded the Orange County Census in most areas. LSC-O will continue to find new methods to recruit minority students including first generation college students. The Hispanic population is the area where enrollment did not equal or exceed the population in Orange County. The recruiter will work with the coordinator of student activities to promote a multi-cultural event to assist with recruiting the minority population in Orange County. Lamar State College-Orange participated in a Hispanic college prep night in Beaumont. The college should consider developing an English as a second language program or a language institute to assist Hispanic students with cultural adaptation and provide services to non-native English students.

26. The faculty and staff minority population will meet or exceed the minority population in the Orange County area.

**Source:** Data from the U.S. Census for Orange County compared to State of Texas EEO report. (Based on calendar year)

**Results:** The minority population for Orange County based on the U.S. Census is 8.4% black and 3.6% Hispanic. LSC-O's faculty/staff minority population was 8.33% black and 4.6% Hispanic.

**Use of results:**

27. The percent of institutional expenditures placed with certified HUB vendors will meet system targets.

**Source:** Data used was received from the Texas Building and Procurement Commission

**Results:**

	<b>Target</b>	<b>Actual</b>
Heavy construction	11.9%	0.0%
Building Construction	26.1%	0.0%
Special Trades	57.2%	21.2%
Professional Services	20.0%	100.0%
Other Services	33.0%	7.2%
Commodity Purchases	12.6%	21.2%

- a. Heavy Construction category no monies were expended.
- b. Building Construction category was \$8,058.00 with no HUB vendor.
- c. Social Trades category spending was \$302,559.00.
- d. Professional Services category spending was \$15,962.00.
- e. Other Services category spending was \$93,327.00.
- f. Commodity Purchases category was \$272,030.00.

Total HUB spending for the College exceeded the state percentage by 2.5%.

**Use of Results:** LSC-O will continue to use HUB vendors wherever possible.