



COLLEGE OF TECHNOLOGY
Johnson
COLLEGE

2018-2019
Strategic Plan
Annual Report

Prepared by the Office of Institutional Effectiveness

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Executive Summary

Johnson College has made great strides toward achieving the goals and objectives as set forth in the Vision 2020 Strategic Plan, as outlined below. There were some unexpected challenges during the year, including an ACCSC self-study and unanticipated turnover, but the Johnson College community continued to step up and accept all challenges with the strength and tenacity that is the heart of the College. It is through the Guts and the Grit of the dedicated employees that Johnson College is again able to enjoy the Glory of its continued success.

Institutional Goals & Objectives

The mission became the foundation of the institutional goals developed by The Strategic Plan Task Force during March 2017. The mission guides the College through the institutional goals and objectives. These goals are the overarching, shared goals of the College; what we are collectively agreeing to focus on throughout *Vision 2020*.

Institutional Goal 1: Foster Academic Innovation & Excellence

- Objective 1.1– Position the College to achieve Middle States Accreditation by entering into Self Study before 2020
- Objective 1.2– Expand Distance Education opportunities
- Objective 1.3– Develop plan for program improvements
- Objective 1.4– Enhance partnerships and put them to work for mutual benefit
- Objective 1.5– Enhance student learning through experiential activities beyond the classroom

Institutional Goal 2: Enhance Student Success

- Objective 2.1– Restructure General Education
- Objective 2.2– Restructure Student Engagement programming to meet needs of majority of students
- Objective 2.3– Enhance the College’s customer care philosophy

Institutional Goal 3: Promote Equity & Inclusion

- Objective 3.1– Increase service to underserved students
- Objective 3.2– Remove barriers within the application process
- Objective 3.3– Foster a welcoming campus climate that promotes and celebrates diversity
- Objective 3.4– Engage alumni and current students to play a role in the inclusion of all students

Institutional Goal 4: Ensure Stewardship & Growth of Resources

- Objective 4.1– Focus on growth of resources that supports STEM education and academic innovation
- Objective 4.2– Grow strategic investment in capital projects
- Objective 4.3– Build fundraising capacity
- Objective 4.4– Increase overall enrollment
- Objective 4.5– Align resource allocation with academic and AES unit plans

2018-2019 Institutional Highlights

Johnson College made many strides in moving forward toward the Vision 2020 goals. Every department on campus is dedicated to continuous improvement and what follows are just some examples of the way #WeWork for our students.

Industry Partnerships: The College has focused on industry partnerships to help bring students to industry faster, either through internships, live lab opportunities, campus visits, equipment donations, career fairs, or through company-specific training. Some of the most notable partnerships are with Earlbeck Gases & Technologies, General Dynamics, and the Scranton/Wilkes-Barre Airport. Earlbeck Gases & Technologies is based in York, PA and Baltimore, MD. The partnership provides a standardized welding curriculum, AWS training facility recognition, and opportunities for growth for both organizations. General Dynamics approached Johnson College with a request to help train the dozens of employees they would need in the coming months. With their input, a specialized curriculum was developed and to date, 19 students have been hired by General Dynamics. The Scranton/Wilkes-Barre Airport has been actively pursuing a partnership with Johnson College to train their future aviation mechanics.

Hiring, hiring, hiring! The following human resource additions position the College for success as the student population continues to grow:

- Academic Advisor (new)
- Academics Assistant (new)
- Administrative Coordinator for PTA (new)
- Administrative Coordinator for VET (new)
- Advanced Manufacturing Technology Program Director (new)
- Associate Vice President of Enrollment (replacement)
- Automotive Technology Instructor (new)
- Communications Assistant (new)
- Coordinator for Office of Online Learning/Business Instructor (replacement)
- Coordinator of Student Business Services (replacement)
- Diesel Truck Technology Program Director (replacement)
- Director of Information Technology (replacement)
- Drafting Instructor (new)
- Electrical Construction and Maintenance Instructor (new)
- Enrollment Specialists (replacement)
- Financial Aid Advisor x 2 (replacements)
- General Education Program Director (new)
- Human Resource Coordinator (new)
- HVAC Program Director (replacement)
- Manager of Career Services (replacement)
- Manager of Continuing Education (new)
- Radiologic Technology Instructor (replacement)
- Resource Officer (replacement)
- Technology Support Specialist (replacement)
- Veterinary Technology Instructor (replacement)

Increased persistence (Fall 2018 - 84% to Spring 2019 - 89%) and retention (Fall 2017 - 70% to Fall 2018 - 76%): Campus-wide initiatives, including the introduction of an Academic Advising office and the hiring of additional full-time instructors, have resulted in positive student experiences which encourage students to come back semester-to-semester and year-to-year.

Shared Values Groups: Over the past year, employees have attended Shared Values meeting led by the President and had specialized meetings with their Shared Values group. A Shared Values meeting is a college-wide meeting held as a way to initiate and participate in a campus conversation about the success of our students. As a result, employees are then committed to whatever new philosophy is developed, along with the processes that support the philosophy. At previous Shared Values meetings, such topics as trends in higher education, student profiles at Johnson College, and student retention had been discussed. Within the Shared Values groups, led by Executive Council, different campus topics were chosen to focus on over the year. One group focused on interaction and communication between departments on campus. This shared values group created an in-service program designed to re-introduce (or introduce for the first time) to allow employees to get to know co-workers, their job, and to increase interaction on campus. Another Shared Values group focused on how employees interact with each other on campus. They participated in World Kindness day. This allowed the group to encourage all employees to commit to small acts of kindness to employees and students. The final group worked on food insecurity across campus. After careful planning they added vending options to campus, found local student discounts at area restaurants and stores, and built resource sheets of local food pantries. All activities by the Shared Values groups were well received on campus and introduced positive conversations and interactions between employees and students.

Improving the internship process: All non-medical-related internships are now run through the Career Services department with support from Academic Program Directors. A new D2L course shell was created to supplement the course by providing students with valuable information in regards to finding and securing employment. This coupled with the Industry-Ready Resume Workshops serves as yet another support for student success.

Collaboration across campus: A highlight for many departments was the increase in inter-departmental collaboration to identify and remove barriers to success for Johnson College students. Many of the goals for the upcoming year also stress the importance of collaboration and communication between and among the various departments. A few examples of collaboration include:

- Advising & Student Business Services
- Advising and Resource Center and Career Services
- Career Services and Academic Departments
- Continuing Education and Academics
- Counseling & Disability Services and Student Engagement, Advising, and the Resource Center
- Student Engagement with the President's Office
- AMT and EET
- BTT (ECM, CCM, HVAC)
- BET with RAD, PTA, and VET

Grants: \$140,980 in new grant funds were generated during the fiscal year. From the Moses Taylor and Appalachian Regional Commission (ARC) grants, several programs were able to purchase new equipment,

including AUT, DTT, ECM, HVAC, and Welding. The Temporary Assistance for Needy Families (TANF) grant provided after school STEM education for local underserved high school students. The Business Education Partnership (BEP) grant provided opportunities for teachers in the local school districts to connect with local businesses to increase awareness of technical careers.

Physical Improvements: Several areas on campus were remodeled to meet stakeholder needs, including the Resource Center, the fitness room, the Bingham restrooms, and the front driveway. More remodeling and improvements are planned for the upcoming year.

Welding came back to campus! The Welding Technology program relocated to the Weaver building in time for the start of the fall 2018 semester. Since the move, students are better able to engage with the resources and other students found on campus. Instructors also benefitted by the direct access to support systems that are found on campus.

Professional Development opportunities: Employees from across campus attended a wide range of conferences and trainings including:

- American Council on Education Conference
- Association for Financial Professionals Conference
- ARE Conference
- Association of Vet Tech Education Conference
- Economic Outlook Summit
- Fusion Conference for D2L
- Joint Review Committee on Education in Radiologic Technology Conference
- Middle States Self-Study Workshops and Town Hall Meetings
- National Association of Presidential Assistants in Higher Education Conference
- National Automotive Technicians Education Foundation Training
- North East Association for Institutional Research Workshop
- New Instructor Workshop
- OSHA Train-the-Trainer
- Pennsylvania Association of Student Financial Aid Administrators Conference
- Pennsylvania Department of Education Summit
- Perkins Conferences
- Pennsylvania Physical Therapy Association Conference
- Pennsylvania Veterinary Medical Association Conference
- Society of Automotive Engineers Conference
- Title IX Training
- University of Scranton Leadership Conference
- Women’s Leadership Conference
- Women’s Summit

Outstanding student satisfaction survey results:

- Nearly all departments had over a 90% satisfaction rate – some as high as 100%.
- End of course evaluations:
 - 61.54% response rate
 - Satisfaction with courses: 4.56 out of 5
 - Satisfaction with Instructors: 4.6 out of 5

Complete IT infrastructure upgrade: To increase data security, a complete rebuild of the campus network was completed to include a new firewall and remote access capability.

New articulation agreements: The College signed several dual enrollment agreements with area high schools this year and also identified its first cohort for Industry Fast Track. The articulation agreements with Keystone College were renewed and potential articulations with Marywood University were explored to help students in their journey of continued education. Partnerships were created with the following organizations:

- Mid Valley High School
- North Pocono High School
- Scranton High School
- Commonwealth Connections Academy
- Keystone College

Culture of Assessment: The College has truly fostered a culture of assessment throughout the year. In addition to several assessment workshops, the College completed six periodic and external reviews including CCM, ECM, HVAC, Enrollment, Engagement, and Facilities. Three syllabi reviews were also completed for ADT, BUS/LOG, and WTC. The Johnson College Assessment Team (JCAT) and the Strategic Planning Committee (SPC) were reactivated and led the campus in assessment activities. In addition, another successful Assessment Day was held with two focus groups, student project displays, and an average response rate of 39.31% on the 12 student surveys which were distributed to students via email.

2018-2019 Institutional Challenges

Turnover: As with any small institution, Johnson College continues to have a high turnover rate (18% as compared to 12% at other associate degree granting institutions*). Departments across campus identified turnover as one of their biggest challenges as it interrupts consistency and leads to temporary restructuring, both of which negatively affect the student. Through a revised onboarding process and an expanded human resource department, the College is working hard to reduce the turnover rate.

Equipment and Supplies: Students voiced their frustration at the lack of consumables and supplies in some program areas as well as outdated equipment. This situation arose from turnover in program areas and was addressed as soon as decision-makers and new program directors were made aware of the issue. New equipment was purchased and all consumables were restocked for student use. Johnson College makes it a priority to have the necessary tools and equipment to prepare students to enter the workforce.

Self-Studies: A self-study process for accreditation is very challenging. This past year, the College was faced with two self-studies and the workload was overwhelming at times. But as always, the campus community worked together to meet deadlines and expectations, and the results of all the hard work should be received during the 2019-2020 academic year.

* Bichsel, Jacqueline, & McChesney, Jasper (2018, December). A Snapshot of the Staff Workforce in Community and Technical Colleges (Research Report). CUPA-HR. Available from: <https://www.cupahr.org/surveys/research-briefs/>.

Administrative, Educational, and Student Support (AES) Units

Academics

What were the highlights of your Department/Program for 2018-2019?

- Announcement of the Building and Property Maintenance certificate program
- Hiring of faculty – Program director in each area
- Administrative support for/to CAO
- Growth of articulation agreements with high school and colleges
- Recognition of our non-traditional efforts from BCTE
- Institutional Factbook
- Built Industry Fast Track pathway

What challenges did you face in 2018-2019?

- College policy confliction
- Stabilization of institutional research
- Aggressive retention / persistence goals
- Program Directors lack innovation
- Faculty and College cultural changes

What were the lessons learned departmentally/program in 2018-2019?

- Grants administration needs to be completely academics or advancement
- Employees need clear direction and understanding of their roles in order to keep progress
- Faculty voice needs to be heard in academics vision, planning, and policies

Goals for 2019-2020

- Complete Self Study Report and host MSCHE Visit
- Align two student engagement programs with academics supports
- Present our Equity Efforts as best practices at a conference
- Host 3 secondary STEM education events with area districts
- Sign 5 companies to our Industry Lab Experience
- Host an event to connect Alumni with Current Student Population

Advising

What were the highlights of your Department/Program for 2018-2019?

- Hitting the 89% persistence rate for the Fall/Spring 2019.
- Collaboration with Student Business Service to reduce outstanding balances by meeting with students and targeted outreach.
- Collaboration with Resource Center and Career Service for Resume Ready Work Shop.

What challenges did you face in 2018-2019?

- ACCSC was a challenge to balance within the office
- The new academic advisor had a learning curve with the campus culture, jargon, and academic offerings.
- It took some time for the new academic advisor to develop relationships with faculty and staff around campus.

What were the lessons learned departmentally/program in 2018-2019?

- There is a strong need to collect data while advising. Tracking who you see and when. Allows the department to see benchmarks and set mini goals to hit the overall goal.

- Taking time to get into labs to observe and watch students is a valuable part of this office. It can allow for a strong trusting relationship to form between students and advisors

2019-2020 Goals

- Maintain 90% Persistence and 80% Retention Rates
- Attend 5 campus events to create connections with students
- Establish benchmark of how many student are removed from probation or made Academic Progress.
- Determine how many student passed or improved course which they completed tutoring for
- Initiate two activities or programs that ensure students feel a member of Johnson College
- Directly advise 75% of the student population by the start of their registration period.

Career Services

What were the highlights of your Department/Program for 2018-2019?

- Participating in a wide range of partnerships with employers, campus and academic and administrative departments to enhance the development of students
- Building a system in Raiser's Edge for internship and accreditation placement to be housed (Electronic resources).
- Department collaboration with Academics, Student Resource Center, Student Engagement, and Student Advising Center
- Exceeded Career Fair employer participation; the goal was 60 and 71 employers attended.
- Internship conversion
- Industry involvement and on-campus visits

What challenges did you face in 2018-2019?

- Maintaining a collection electronic resources
- A new department manager
- Internship ownership and design of the program
- One person department
- Department Chair relationships
- Understanding each program and its functions

What were the lessons learned departmentally/program in 2018-2019?

- Resume workshops are needed due to the removal of resume writing from the English department curriculum.
- Students need preparation and practice interviews for the Career Fairs and Internships.
- Revising the non-medical internship process had a few bumps but students emerged successful.

2019-2020 Goals

- Attend 1-3 monthly off campus events throughout the year.
- Visit 10 classes to discuss essential skills and promote resume workshops
- Graduates listed in Razors edge system

Communications

What were the highlights of your Department/Program for 2018-2019?

- Identified new ways to push the exposure of the College.
- Met with local college for professional development opportunities.
- Analysis of marketing efforts provided insight into which areas work the best.

What challenges did you face in 2018-2019?

- The Executive Council member departed in April which led to the distribution of her duties.

What were the lessons learned departmentally/program in 2018-2019?

- One main lesson learned was what we need in a staff. The addition of the communications assistant helped to assure the team what skills a support position like this must have to ensure that we function best.

2019-2020 Goals

- Build an External Network with area colleges and universities.
- Analyze student information trends
- Create a cost/benefit analysis for an on-campus website manager

Continuing Education

What were the highlights of your Department/Program for 2018-2019?

- The CE department hired a full time manager in order to create better industry partnerships and help to build the department from the inside out.
- Increased use of Active as a Training System.
- Consistent CE adjunct instructor return.
- Academics and CE collaborated for a weld test in Honesdale.
- Addition of new CE adjunct instructors.
- The CE department had negotiated and signed a contract with Revolutionary Nursing.

What challenges did you face in 2018-2019?

- Multiple changes in leadership overseeing the CE department.
- Waitlist for CNC training made it difficult to keep potential students interested in training.
- Availability of instructors, as many of our adjuncts are still very active in their trades.
- Trying to work with the Earlbeck schedule of trainings for welding with inconsistent welding instructor availability.

What were the lessons learned departmentally/program in 2018-2019?

- Onboarding of instructors needs to be more streamlined between CE and HR.
- The CE department needs to use electronic surveys instead of paper.
- The CE department should have better tracking for participants.
- The CE department needs to increase visibility of the department in Industry.

2019-2020 Goals

- Create baseline of annual new industry partnerships.
- Create a schedule of base classes.
- Offer a daytime class of CNC
- Hire two more CE Instructors

Counseling & Disability Services

What were the highlights of your Department/Program for 2018-2019?

- The department director received her counseling license in the state of Pennsylvania so the office is now under the supervision of a Licensed Professional Counselor (LPC).
- Creating the first full semester internship program for Counseling and Disability Services.
- Established a new Alternative Testing Policy and Procedure manual in order to streamline and improve the test proctoring process for our students with disabilities and faculty.

- The Disability Services Manual was created which includes Print and Website Information, Intake Forms, Best Practices, Policies and Credentials of Staff.
- Disability Services offer a “What You Should Know” event for JC employees to learn about the best practices and legal guidelines for working with students with disabilities. Diane Webber, MA, NCC, LPC, was a guest speaker.
- Collaboration with Advising and the Resource Center in order to stay informed with student concerns and to add additional support to the alternative testing services for students with disabilities.
- Lead the partnership with the local Junior League in order to create awareness for the local and national concern of food insecurity among college students.

What challenges did you face in 2018-2019?

- Turnover of staffing which required flexibility and assistance with other roles to ensure the student experience was not impacted negatively.
- The unpredictable nature of student concerns and needs has been a challenge this past year.

What were the lessons learned departmentally/program in 2018-2019?

- Collaboration with other departments on campus as well as agencies and professionals in the area helped to enhance the student services provided by Counseling and Disability Services.
- Working closely with Student Engagement and the Resource Center had a positive impact on the alternative testing procedures which became streamlined and more secure this past academic year.
- Membership in Intercollegiate Counselors Consortium, Disability Roundtable, and the Prevention Education Consortium have increased opportunities for training and programming for students and employees.

2019-2020 Goals

- Hire and train an administrative coordinator for the department
- Establish at least four ways to enhance services to underserved students utilizing partnerships and other opportunities
- Develop 3 workshops, trainings, or psychoeducational outreach initiatives each semester
- Coordinate with staff and faculty to develop recommendations for a policy and procedure for students visibly under the influence
- Establish baseline data such as student appointment data, programming data, internship and Coordinator weekly updates and surveys, outreach and passive messaging data and implement procedures for newly restructured department

Development

What were the highlights of your Department/Program for 2018-2019?

- Increased engagement with students and alumni through new alumni events (Jagtoberfest) and partnerships with student engagement on student programming
- Increased grant funding in support of program equipment and K-12 outreach
 - Appalachian Regional Commission (\$76,927)
 - Moses Taylor Foundation (\$49,070)
 - TANF (\$14,983)

What challenges did you face in 2018-2019?

- The department as understaffed for maximum growth even before the Coordinator of Development’s departure.

- Although the Development department tackles responsibilities as a team, we could increase fundraising if three staff members split duties between annual fund/alumni outreach, grants, and major gifts from industry partners.

What were the lessons learned departmentally/program in 2018-2019?

- Increased engagement with stakeholders will be the key to the College's growth in 2019-2020 and beyond. The College has already increased engagement with industry partners through a series of industry visits with the President & CEO and members of the Executive Council team.
- These visits are raising awareness of program equipment needs and laying the foundation for in-kind gifts.
- The Development departments has been working to engage with a more diverse group of alumni through new alumni events like happy hours and bowling nights.
- Development staff is working to transition this increased engagement into a higher alumni giving rate.

2019-2020 Goals

- Develop a comprehensive plan for grants that addresses facilities, equipment, and programming needs for the College. Use this plan to apply for funding from at least two new sources.
- Develop program for English language learners with United Neighborhood Centers. Build on Moses Taylor Foundation interest to develop a consortium of funders
- Develop a fundraising plan for facilities campaign, including government funding sources

Student Engagement

What were the highlights of your Department/Program for 2018-2019?

- Piloted the new Student Ambassador Program.
- Hosted 2 more off-campus events than our original goal of 6.
- Began collaborating with the President's Office for Season of Giving, hosting charitable events throughout the year.
- Developed and piloted a new alternative testing policy and procedure with Disability Services.
- Established the JC Buzz and had a strong first year with an average open rate of 26.9%. The industry average is 17.9%
- Developed a line on the enrollment inquiry form to begin capturing data regarding the interest in housing during the application process.
- JAG attendance and participation increased this academic year.
- SGA developed a new set of by-laws and created a template for a student suggestion box.
- Merchandise cart sales went up around 20%.
- Created a Student Resource Guide to help them find important information in one place.
- Developed a ticket and appeal tracking system for parking tickets.
- Created a collaborative Spring welcome back event with several other departments.
- Developed the Student Engagement Assistant position into a new Coordinator of Student Engagement role.
- Revised the Work Study job description to better suit the needs of the department.
- Phase 3 of the fitness room equipment purchased.
- Revamped efforts to publicize the fitness area.

What challenges did you face in 2018-2019?

- Student follow through regarding event attendance was challenging at times. Regularly students would sign-up/volunteer for something and not show.
- Effectively addressing student crisis situations during high level traffic times.
- Housing programming attendance.
- Managing expectations involving the time and thought it takes to plan successful programming.
- Getting students to use the fitness areas.
- Student Engagement was restructured under the VP of Enrollment which required an adjustment to expectations and work methods.
- Counseling and Disability Services was restructured out of Student Engagement. Since the two departments work so closely with each other, it was beneficial to have both departments report to the same Executive Council member.

What were the lessons learned departmentally/program in 2018-2019?

- After this year, Student Engagement will be taking a “less is more” approach in the hopes of improving quality and participation.
- There are programming opportunities that can focus on workforce readiness, professionalism, and soft skills.
- When faculty encourages or promotes programming, there is noticeable difference in participation.

2019-2020 Goals

- Host 6 off-campus events that focus on a variety of student interests with an attendance rate of at least 60% of the cap.
- Offer 6 programs that focus on soft skills, professionalism, or some other aspect of career readiness.
- Achieve a housing success rate of at least 80%.
- Achieve an open rate of at least 30% for the JC Buzz.
- Implement 3 new ways of gathering information that will help Student Engagement learn how better to serve students.
- Offer 6 collaborative opportunities between Student Engagement and other campus departments.
- Offer 4 charitable events with at least 10 student participants each.
- Build opportunities for leadership development into each of the student organizations.

Enrollment Services

What were the highlights of your Department/Program for 2018-2019?

- Increased conversions
- Increased inquiries generated
- New department structure including two teams comprised of an internal and external recruiter each, working together.
- An Associate Director of Enrollment was instituted
- A new external recruiter was added.
- The Enrollment team ended the 2018-2019 year over 35% ahead of the prior year’s pace for depositing student for the fall, over 30% ahead on inquiries, and are on pace to exceed fall enrollment over the prior year by 24%.

What challenges did you face in 2018-2019?

- The enrollment department team was still relatively new during the 2018-2019 year.
- Turnover had an impact mid-way through the year with an external recruitment advisor resigning.
- Having two relatively new external recruitment advisors on the road was difficult.
- Transition period with the addition of a leadership hierarchy within the department.
- There was a lot of change.

What were the lessons learned departmentally/program in 2018-2019?

- The importance of data, accurate reporting data, and the consistency at which it needs to be gathered and reviewed.
- Being able to manage processes and procedures, institute specific standard operation procedures is critical for the department and the College.
- Being consistent and creating a method for reporting, no matter who is leading the department, is crucial when it comes to analyzing performance and planning for the future.

2019-2020 Goals

- Increase High School Enrollment by 37.5% from prior year (80 Fall 18 HS deposits + 37.5% = 110).
- Hold 5 on-campus events geared toward non-traditional, minority, or underserved students with an average of 10 attendees per event.
- Increase Dual Enrollment applications by 20% for each Dual Enrollment Category (Industry Fast Track, Dual Enrollment at Johnson College, and Dual Enrollment at High School).
- Increase applications from prior year by 15% for minority (non-white) and non-traditional (age 25+) students.

Facilities

What were the highlights of your Department/Program for 2018-2019?

- Completion of Resource Center remodel
- Successfully relocated the Welding program back to campus
- Began construction work on the Weaver building room
- Began remodel of the cafeteria

What challenges did you face in 2018-2019?

- Lack of an approved master plan
- Turnover and understaffing

What were the lessons learned departmentally/program in 2018-2019?

- Working closely with the finance department is critical for planning and successful implementation of capital projects.

2019-2020 Goals

- To have the both Weaver classrooms completely remodeled to include new air conditioning units, new exterior door, new ceilings, paint walls and floors.
- To have all the areas described in the department goal prepped for paint, one coat of primer applied, and two coats of finish paint applied and to have all the existing rubber floor baseboard removed and replaced.
- To have the cafeteria remodeled as per scope and plan of the project which was approved by the college administration.

- To develop the Weaver restroom plan and scope of the project by January of 2020. To have three bids to complete the project in hand by March of 2020. To have a signed contract and a letter of intent to begin the project by May of 2020.
- To have the roads and parking lots milled and overlaid with pave by June 30, 2020.

Faculty

What were the highlights of your Department/Program for 2018-2019?

- Hired five additional full-time faculty.
- High level of adjunct retention.
- Assessment has become a part of the culture.

What challenges did you face in 2018-2019?

- Creating a course schedule that is cost effective and flexible for students. Effective scheduling can boost retention, analyzing under enrolled and overenrolled courses can help create a more flexible schedule along with reducing cost by eliminating under enrolled courses.
- Finding time to meet one-on-one with all faculty.

What were the lessons learned departmentally/program in 2018-2019?

- Working closely with the finance department is critical for planning and successful implementation of capital projects.
- While assessment is integrated into the faculty, there is a general misunderstanding of data and its applications for continuous improvement.
- Developing and requiring monthly reports will help faculty assess throughout the year to avoid a bottleneck at the end of the academic year.

2019-2020 Goals

- Maintain a presence that will allow accessibility to all faculty and staff within this unit, update faculty handbook and mentoring guide.
- Provide professional development on teaching strategies, feedback from observation.
- Work with all areas for budgeting, work with HR to evaluate salaries to recruit, and retain faculty.
- Collaborate/partner 4 additional industry partners for increased training opportunities.

Finance

What were the highlights of your Department/Program for 2018-2019?

- We implemented a zero based budget process for the 19-20 budget process
- Satisfaction survey on the Student Business Services showed 97% of students that interacted with the office were verify satisfied or satisfied with the services that was provided to them.
- Very low student balances throughout the semester
- Able to award profit sharing bonuses to employees.

What challenges did you face in 2018-2019?

- Staffing changes
- New accounting reporting standards

What were the lessons learned departmentally/program in 2018-2019?

- How well everyone accepted the zero based budgeting idea and how much easier and smoothly the budget process went people really only put in expenses that they truly needed and that allowed for a lot less cuts to occur when the budgets were returned.

2019-2020 Goals

- Lower the net loss that is generated from the café each year
- To create written policies so that there is an understand from the Board what limitations there are on the staff
- Reduce the accounts that are sent to collections
- Create KPIs that are presented on a quarterly basis

Financial Aid

What were the highlights of your Department/Program for 2018-2019?

- The department had amazing survey results from our students!
- The Financial Aid Department works hard to build positive relationships with all departments on campus in order to help our student's succeed. However, Financial Aid and Enrollment through the 2018-2019 academic year really worked together very closely to successfully enroll a large freshman class.
- Receiving the third PowerFails license was so important to the Financial Aid Department and already has been a huge impact on how efficient the Department runs.

What challenges did you face in 2018-2019?

- There was some turnover in the department which now has created more of an experience gap. The two new FA advisors will need training but so far they have done a really good job.

What were the lessons learned departmentally/program in 2018-2019?

- To share knowledge. All FA staff should know a little bit about all aspects of the department in the event someone leaves. The importance of keeping the department's policy and procedures up to date. Especially in the event someone does leave, at least there will be a reference on how to complete a task.

2019-2020 Goals

- Maintain low default rate below 15%
- To increase the knowledge of the FA staff by attending trainings (3 per year) webinars (multiple provided by NAFSAA), and using the College's resources that are available
- Providing equal opportunities for all students regardless of race, gender, or disabilities. Would like to see at least 90% of our student population say they feel they are being treated equally.
- To help enrollment reach their goal by providing students with any FA information within two weeks of the student being accepted.

Human Resources

What were the highlights of your Department/Program for 2018-2019?

- 5 Employee Trainings
- 3 Diversity & Inclusion events
- HR webpage launched
- Hired Human Resource Coordinator
- 9 Wellness Programs

- AED Training
- 6 Professional Development events attended

What challenges did you face in 2018-2019?

- The College hired 53 of new employees over the past year. It took an extreme amount of HR resources to achieve this goal.
- As the VP of Human Resources received additional college wide responsibility, the workload in the Human Resources department shifted to others within the department.
- Recruitment in the technical areas takes time and resources.

What were the lessons learned departmentally/program in 2018-2019?

- More data needs to be tracked within the Human Resources department
- The culture on campus is very positive and employees enjoy working for Johnson College. The employees have indicated that they would like better communication and training opportunities on campus.
- The staffing at Johnson College continues to grow when needed. Human Resources needs to continue to recruit for 2nd tier faculty positions.

2019-2020 Goals

- Develop a Title IX Action plan for the College.
- Create an internal training program for staff and faculty.
- Hire 2 additional 2nd tier faculty members.

Industry

What were the highlights of your Department/Program for 2018-2019?

- Industries acceptance of Johnson College
- Identifying industry's technician needs
- Family sustaining jobs in the local area
- Skills are needed
- Introducing new industry contacts to college programs
- Collaborating with industry to bring in-kind donations and speakers to campus
- Strengthened old industry connections and created new ones

What challenges did you face in 2018-2019?

- Waiting on masterplan and feasibility study
- Not enough graduates to fulfilling the industry need for workers

What were the lessons learned departmentally/program in 2018-2019?

- Do not hesitate, change is good and trust data.

2019-2020 Goals

- Partner with 5 transportation division companies to host labs for industry immersion
- Increase industry visits to campus from 25 to 27 for the year
- 3 new industry partners
- Fall Industry event

Office of Institutional Effectiveness

What were the highlights of your Department/Program for 2018-2019?

- A week of assessment training opportunities during spring break.

- Six periodic and external reviews were completed: CCM, ECM, HVAC, Enrollment, Engagement, and Facilities
- Three syllabi reviews were completed: ADT, BUS/LOG, and WTC
- Assessment Day 2019: Two focus groups, 12 student surveys with an average response rate of 39.31%, program project display in the café, candy giveaway in the café, faculty satisfaction survey. Students were very excited to win one of 13 gift cards or Johnson College swag.
- Implementation of EvaluationKit for surveys other than end-of-course surveys.
- Creation/Revision of Institutional Effectiveness Plan.
- Creation/Revision of Data Request form.
- Completed Year 1 Closeout Report for Vision 2020 Strategic Plan.

What challenges did you face in 2018-2019?

- Turnover in the department left a 6-month gap in assessment follow-up while the College searched for a new Director for the department.
- A learning curve for the new Director.
- More changes in assessment processes. The purpose was to make the processes more user-friendly, but the changes that have occurred yearly for the past four years is frustrating for employees.

What were the lessons learned departmentally/program in 2018-2019?

- Despite trainings and simplified assessment templates, and understanding of assessment processes has improved considerably, there is still confusion when it comes to using the data to drive decisions. Additional trainings will be scheduled throughout the year to foster a culture of assessment.
- Delegation of tasks is necessary for the office to run effectively and efficiently. Each member of the team works best to their strengths.
- Annual assessments should link to the budget to provide clarification for budget needs, allowing the plans to drive the budgets.
- Encourage faculty to work on assessment throughout the year to avoid a bottle neck in May.

2019-2020 Goals

- Launch a webpage for OIE.
- Increase Assessment Day average response rate to 42%.
- Finalize Master Files and provide access to Executive Council.
- Pilot General Education Assessment Test to determine baseline scores and potential problems with the test.
- Offer three (3) Assessment trainings/workshops per semester to foster a culture of assessment.

Network and Systems Administrations

What were the highlights of your Department/Program for 2018-2019?

- Completing the infrastructure upgrade in the limited timeframe set.

What challenges did you face in 2018-2019?

- New staff and leadership in the department created sometimes great challenges at times.

What were the lessons learned departmentally/program in 2018-2019?

- The department requires a certain level of triage to formulate a course of action.
- Not every professional evaluation provides the best solution for your campus.

2019-2020 Goals

- Replace current Student Information Systems software with more usable software design.

- Review campus camera system and supply recommendations for additional coverage to ensure safety of students, faculty and staff.
- Review campus servers and decommission unnecessary servers then ensure remaining servers contain most recent software.

Office of Online Learning

What were the highlights of your Department/Program for 2018-2019?

- A new Office of Online Learning Coordinator assumed the office in January 2019.
- Nine faculty members completed the Hybrid and Online Training course.
- A taskforce of staff members was also formed to assess barriers to entry and enrollment requirements for online classes for first-semester/non-matriculating students.
- Two new courses are being added for DE/Hybrid offering (ENG 101 and COM 211).

What challenges did you face in 2018-2019?

- Ensuring that non-matriculating and first semester students attain the D2L training prior to their courses commencing has been complex from an organizational standpoint. As the process currently stands, critical information must be provided from various departments—thus creating the potential for a single point of error. This information must be collected from the Registrar, Bursar, Enrollment, and IT to ensure applicable students are registered in DIST-095. This process starts with attaining a list of students who have paid for their DE courses from the Bursar, attaining personal email addresses to notify students of their mandatory training from Enrollment, gathering and emailing each student individually with their IT credentials, and perpetually monitoring the training course to ensure that the students are completing the training course. The current Office of Online Learning policy in the Johnson College catalog requires these students to complete this training (DIST-095) prior to beginning their DE courses.

What were the lessons learned departmentally/program in 2018-2019?

- Barriers to entry for DE course registrations for first-semester/non-matriculating students needs to be reduced. The barriers lie in the fact that there a plethora of different departments which need to provide supporting documentation for this process to be successfully executed. Reducing these barriers may also assist the college as a whole from a competitive standpoint against other institutions from a marketing perspective. In addition, an analysis was conducted to determine the DE student success rates for Intersession 18 and Summer 19. Furthermore, it has been discussed that offering in-person help sessions over the summer months may be a possible remedy and replacement for the current policy within the catalog. It may also be of benefit to include a mandatory D2L session as a portion of orientation.

2019-2020 Goals

- Add 4 DE courses per year.
- Increase the number of students who are trained for distance education by completing the Online Student Success Strategies training.
- Implement ENG 101 as a DE course.
- Full integration with SIS to allow for automatic updates to courses and student information to D2L.
- Increase the number of faculty and staff members who have completed the Hybrid and Online Training (HOT) course.
- Add 4 business classes for development and online delivery.

Registrar

What were the highlights of your Department/Program for 2018-2019?

- Transfer Credit Evaluation procedure
- Late Registration Fee
- Better retention for registered students

What challenges did you face in 2018-2019?

- Recoding courses and building new majors
- Waiving students into new courses to update requirements
- Creating a strategic plan for student records

What were the lessons learned departmentally/program in 2018-2019?

- Maintain student records on a yearly basis
- Learning more functionalities of our current SIS to streamline processes to better serve the College and the students
- Collaboration with new colleagues resulting in a strong relationship between the Student Advising Center and other Academic departments.

2019-2020 Goals

- Establish data that may be used to track trends of outgoing transcript requests.
- Work with the college Marketing department to create electronic forms that are functioning on the Johnson.edu website such as change of address form, graduation application, and transcript request form.
- Organize student file vault area to ensure the integrity of student paper files while using the proper equipment such as fireproof cabinets, and the proper rooms.

Resource Center

What were the highlights of your Department/Program for 2018-2019?

- Restructuring and addition of new desk and chairs, comfy furniture, and wall decals
- Expanded Tutoring program
- “Librarian” replaced with “Academic Resource Officer” to better serve student of Johnson College

What challenges did you face in 2018-2019?

- Finding a balance between a library/resource center atmosphere (see survey question below.)
Survey Question/Response -- *The Resource Center has adequate space for group/individual study & research needs?*
There is enough space but it is so loud in the resource center that you cannot study -- there is also nowhere else to study in the school. it would be nice if they had an area that people had to be quite in
Good
To loud should be more like a library, it's hard to concentrate.
There are constantly large groups of boys in the resource center being loud and disruptive, making it hard for people to concentrate.

What were the lessons learned departmentally/program in 2018-2019?

- Textbook security measures must be put in place with the “beepers”
- Increase efforts to monitor textbook reserve collection

2019-2020 Goals

- Enhance student performance by hiring “on-call” tutors to work with students in the following program areas – Logistics and Supply Chain Project Management, ADT, HVAC, Carpentry, AMT, BioMed, CIT, WTC, ADT, and Automotive Technology
- Reach 25% of the student population for the Industry Ready Resume Workshop by the end of spring 2020.
- Attract students to the Resource Center by creating “casual study space” and the option to reserve the “private study room” and “collaborative learning tables.”
- Deliver the content of “Research Support Unit” to nine program areas by the end of spring 2020.

Academic Programs

Advanced Manufacturing Technology

What were the highlights of your Department/Program for 2018-2019?

- The program's name changed from Advanced Manufacturing and Engineering Technologies to Advanced Manufacturing Technologies.
- The department worked strongly in conjunction with the Electronics Engineering Technology department in an effort to provide a stronger sharing of resources, understanding, and aid in soft skills development.
- The students of the AMT department were also subjected to increased challenges in the form of more complex projects.
- Review of the curriculum identified the areas that work and those that do not work to increase the skills of the students. This information will be used to inform future changes in the curriculum.

What challenges did you face in 2018-2019?

- The department is analyzing how modern advanced manufacturing is actually happening in industry and realigning to that information.
- The degrading of hand tools is a big issue that is being rectified before the end of the fiscal year.
- Reorganization of the shop's inventory to allow for more efficiency in student builds.

What were the lessons learned departmentally/program in 2018-2019?

- The program needs a major overhaul to the scope and sequence to allow for a clearer integration of the shop's areas to the understanding of how the students perceive these areas.
- The lab space needs to be better utilized and workflow adjusted.
- The department's budget needs to be put on an annual rotation of development to create an "upgrade" cycle to the major areas of manufacturing.

2019-2020 Goals

- Increase interaction of students through a group project.
- Increase exposure of the AMT dept while simultaneously aiding the local schools with STEM outreach. A goal of seven (7) outreach sessions/events.
- Have cross training sessions for the current faculty in the department to attend. Allowing a better understanding to be passed on to the students. A goal of 3 sessions for year.

Architectural Drafting & Design Technology

What were the highlights of your Department/Program for 2018-2019?

- 11 Graduates with 2 impending December graduates
- 100% Employment for our graduates to local industry partners.
- The completion of 3 High Profile Community Projects.
- Completion of the "Hot Training" program and moving forward with the development of the ADT Department's first on-line course.
- The installation of 2 – 3D Printers and beginning to use them in a productive way.

What challenges did you face in 2018-2019?

- Motivating and keeping students engaged with the course work and the goal of successful completion of their courses.
- Keeping up with the tremendous amounts of paperwork needed to provide feedback to students in a timely manner.

- Keeping up with the demands of the administration especially with the Middle States Accreditation Process, which is new to all of us.

What were the lessons learned departmentally/program in 2018-2019?

- One of the biggest lessons for the ADT Department was how helpful it was to have an additional instructor to assist the department with accomplishing goals.

2019-2020 Goals

- Increase training and experience with the 3D Printing Equipment
- Launch first on-line course by 2020 Spring Semester
- Incorporating student participation into survey and design of project.

Automotive Technology

What were the highlights of your Department/Program for 2018-2019?

- The addition of a full time automotive department employee was the main highlight of the department.
- The addition of the ARC Grant equipment made a big impression on the students. They were here when the units arrived. They helped put them together and they were the first to use them. That's a big deal for the students.

What challenges did you face in 2018-2019?

- Adjusting to the presence of another full-time instructor.
- Scheduling of classes.
- Low graduation rates/completers.

What were the lessons learned departmentally/program in 2018-2019?

- Working closely with the enrollment department can help attract more quality students as seen with the fall 2018 starts.
- Students appreciate it when there is up-to-date, state of the art equipment to learn and train on. They are more receptive and stay engaged for a much longer period of time.

2019-2020 Goals

- Increase the number of quality applicants.
- Monitor the DE course for VMR 251 to measure its success and possibly develop another on-line lecture for one of the automotive courses.
- Research the Electude program to see if it will be a good fit for the text of the automotive program.

Biomedical Equipment Technology

What were the highlights of your Department/Program for 2018-2019?

- The addition of new test and medical equipment purchased with Moses Taylor Grant funds: 3 New IV pump analyzers, 2 new patient simulators, 3 new defibrillator analyzers, and 2 new centrifuges.
- The instructor and sophomore students performed 10 repairs total for RAD, PTA and VET programs, providing an estimated savings to those programs of \$1426.00.

What challenges did you face in 2018-2019?

- Used a new (free) textbook for the BIO105 course. Needed to modify all power points, and create question libraries for each chapter. Much of that work was done between semesters.

- A new textbook for the sophomore BET classes made some extra work. The textbook material doesn't line up well with the layout of the courses, but contains a lot of good material. The next time through should make better use of it.

What were the lessons learned departmentally/program in 2018-2019?

- Students become co-dependent under self-governing circumstances. Throughout the year, students in the freshman class would consistently earn 100% on their homework assignments but earn 50% on their exams covering the same material. Students were relying on each other to answer the homework questions, rather than do the work themselves. To reinforce the need for students to complete their own homework, all homework questions will be randomized using D2L; each student will receive different questions.

2019-2020 Goals

- Incorporate different instructional methods in classroom to improve students' retention.
- Raise scores on Capstone Exam in BET235.
- Develop new experiments for BET/EET labs to improve freshman students' comprehension of electronics principles.
- Develop new question banks for the purpose of randomizing questions for at least part of each student's homework and exams in all courses. Questions within the bank should be all relatively the same level of difficulty.

Logistics and Supply Chain Management

What were the highlights of your Department/Program for 2018-2019?

- A new PAC was formed. In addition, industry relationships have been solidified.
- Articulation agreements with various high schools and Keystone College
- A new Program Director was hired for the Logistics program. He brings with him several years of industry experience in logistics and supply chain management within the Aerospace and Defense industry.

What challenges did you face in 2018-2019?

- Program was recently brought back from a hiatus, thus program recognition and enrollment have been challenges

What were the lessons learned departmentally/program in 2018-2019?

- Target market for students appears to be adult learners (24 years of age and above)
- Enrollment needs to focus their efforts in industry settings as opposed to high schools to bolster enrollment numbers for this program.

2019-2020 Goals

- Complete the development of four business program courses for online delivery.
- Invite a guest speaker to meet with logistics students and provide a lecture
- Create connections with five new industry partners

Carpentry and Cabinetmaking Technology

What were the highlights of your Department/Program for 2018-2019?

- The students built over 80 items for the carpentry auction and raised over \$7,100 for the Children's Advocacy Center
- Built 4 structures for the holiday shops for Factoryville Borough
- Students took advantage of open lab time in the shop

- Graduated 11 students
- Installed new air filtration units
- Built 3 flag holders for veterans
- Hosted Skills USA, Girls on Fire, Circle 200, and various tours and activities for high school students.

What challenges did you face in 2018-2019?

- Only 2 students participated in the 1x12 challenge
- Lab assistant was unable to complete the semester due to health reasons. Program Director ran all the classes and labs.
- Poor lighting in the labs.
- Lack of an updated CNC machine.

What were the lessons learned departmentally/program in 2018-2019?

- The students responded well to the curriculum and projects. They continued to raise the bar as they learned the trade.
- Blades and cutters were replaced or sharpened which made the machines more accurate and efficient. This taught the students the importance of proper maintenance on their equipment because they could see the difference.
- The little houses built in the shop are still evolving but they are a sound learning tool for the students. It is easy to assess the projects and give the students a fair grade.

2019-2020 Goals

- Students will participate in 40 live lab hours during the year.
- Students will build 30 auction pieces.
- 80% of auction items will contain re-purposed material.

Computer Information Technology

What were the highlights of your Department/Program for 2018-2019?

- The pass rates for CIT 185 and CIT186 are 100%.
- Server 2016 was successfully integrated into CIT285 and CIT286.

What challenges did you face in 2018-2019?

- Integrating Server 2016 into the curriculum.
- Having enough time to perform the duties necessary to help students after class and lab.
- Mentoring students during some of the labs. This problem came about because a few students needed an excessive amount of help due to a lack of good note taking skills; and that need for extra help by a few students reduces my availability to other students.

What were the lessons learned departmentally/program in 2018-2019?

- More beta testing is needed during the summer in order to reduce the number of preparation hours that are necessary during the school year.
- A policy that outlines what acceptable class/notes are and what happens if a student's notes are not up to that standard needs to be created.

2019-2020 Goals

- Resolve and document common hardware and software issues;
- Assemble PC based on customer requirements
- Create TIA/EIA compliant a cable plant.
- Configure a wireless network card for a designated network.
- Identify the purpose of various network devices and their place in the OSI model.

Diesel Truck Technology/Diesel Preventative Maintenance Technology

What were the highlights of your Department/Program for 2018-2019?

- The highlights were that the students had a wide variety of equipment to work on in the labs because of the additional equipment we were able to add through purchasing and industry donations.

What challenges did you face in 2018-2019?

- Lab assistant was not reliable and had to search and hire a different lab assistant.

What were the lessons learned departmentally/program in 2018-2019?

- As a new program director there was a lot to learn. D2L, ADP, Faculty portal, reports and assessments, and the creation of Heavy Equipment repair program.
- Involvement with Industry partners was very important to the diesel department.

2019-2020 Goals

- 13 Industry visits on campus
- 5 live lab jobs
- 5 new industry partners

Electrical Construction & Maintenance Technology

What were the highlights of your Department/Program for 2018-2019?

- Hired a second full-time instructor
- Increased retention by 15.29% over previous year.

What challenges did you face in 2018-2019?

- Turnover of lab assistants
- Limited lab space while sharing with EET

What were the lessons learned departmentally/program in 2018-2019?

- Students perform better when instructors are consistent. The new full-time instructor will help add consistency reducing the need to rely on adjuncts and lab assistants.

2019-2020 Goals

- Develop sustainability and home automation course offerings.
- Assist enrollment.
- Have 80% of second year students placed in an internship prior to graduation.
- Obtaining locations for live lab environments and securing host employers for industry labs.

Electronic Engineering Technology

What were the highlights of your Department/Program for 2018-2019?

- Student participation on the capstone project with the AMT students.

What challenges did you face in 2018-2019?

- Poor persistence/retention rate. The program will be entering into an academic year with only one senior student.

What were the lessons learned departmentally/program in 2018-2019?

- The integration of the classes taught in this program with other programs has made it possible to maintain the program even with low student numbers. If this concept could be duplicated in other areas of the college, it can make the delivery of classes more financially feasible for programs with low student populations.

2019-2020 Goals

- Evaluate Student Learning Outcomes for Correct Benchmark level
- Assign lab partners for to foster greater mixing and cooperation
- Develop a method to internally track student issues to determine and mitigate completion difficulties
- Increase the number of students graduating from the program in two year time frame.

General Education

What were the highlights of your Department/Program for 2018-2019?

- Hired a Program Director for General Education
- Creation of a new course ENG 199 Industry Communications and MAT 105 Math for the Transportation Division.

What challenges did you face in 2018-2019?

- With only two full time instructors, it was difficult to find instructors for all of the general education classes.

What were the lessons learned departmentally/program in 2018-2019?

- This was the first year that General Education was considered its own entity. The scope of the General Education department is vast, growing, and in need of support. Nearly 50 General Education courses needs more than 2 full time instructors with a combined course load of 9 sections per semester. Ideally, 2 more instructors capable of teaching both Science and Math courses would allow the General Education department to better meet the needs of Johnson College students.

2019-2020 Goals

- Expose instructors to new technologies and uses for current infrastructure
- Add a FTE Math and/or Science instructor
- Add 1-2 Humanities and/or Art courses

Heating, Ventilation, and Air Conditioning Technology

What were the highlights of your Department/Program for 2018-2019?

- The greatest highlight was that all twelve second year students have jobs in the HVAC field.
- The HVAC department received several gift-in-kind donations, which included; four rooftop units, and three commercial refrigeration items.

What challenges did you face in 2018-2019?

- The HVAC department experienced its largest challenge with its lack of staff.
- The program director had started the first day of classes and several short weeks later an adjunct left the campus with limited notice. This added 12 additional credits to the new program director.
- The HVAC department lacked efficient supplies and had used a substantial amount of the supply budget to repair the walk-in refrigerator in the shop. The purchase was bought prior to the new program director taking the position. The second year students were able to repair the component; however, the component was a special order item and was not returnable.
- The HVAC department lacked functional equipment. Both program director and evening adjunct/lab assistant averted an abundance amount of time and energy trying to repair the items to bring back to functionality.

- The HVAC training structure had multiple electrical issues prior to the new program director taking the position. This resulted in unaccounted for expenses to the HVAC department. Fortunately, by recycling some of the old equipment, the department was able to generate almost \$1400.00 to offset those costs, along with adding adequate supplies.

What were the lessons learned departmentally/program in 2018-2019?

- Communication and team building is critical for department success. Proper capital budgeting is necessary for program effectiveness. Supplies and equipment need to be purchased at the appropriate times in order to be available when students need them.

2019-2020 Goals

- 80% eligible students placed in an internship
- Provide 5 live lab experiences for students
- Attend three industry events

Physical Therapist Assistant

What were the highlights of your Department/Program for 2018-2019?

- Class of 2018 pass rate on the NPTAE 100%
- First time that NPTAE test scores were above the national average in all content areas.
- Moses Taylor Foundation grant.

What challenges did you face in 2018-2019?

- The resignation of the program director at the end of the academic year.
- Preparing for the CAPTE SSR prior to the departure of the program director.

What were the lessons learned departmentally/program in 2018-2019?

- Students preferred to be advised by department members rather than by the campus academic advisors. PTA core faculty feel that advising students is an important part of maintaining a pulse on their performance.

2019-2020 Goals

- Improve NPTE Pass Rates to $\geq 90\%$.
- Eventually Increase class cohort size to 18.
- Professional development.

Radiologic Technology

What were the highlights of your Department/Program for 2018-2019?

- The highlight of this year was the increased persistence rate which was the highest in the past seven years. There were 22 students that persisted through into the spring semester.
- For the second academic year the program has increased the application pool and has created a waitlist for the next academic school year.
- The addition of Ms. Salierno has added an invaluable resource to students, which was evident in review test scores.
- Adding two professional tutors allowed for more remediation which helped in the persistence rate.
- Additions of wallboard and phantom knee allowed for more hands on interaction with the energized labs.

What challenges did you face in 2018-2019?

- Reduction in students at certain clinical sites due to volume.

- Equipment malfunctions inhibited lab experiments and practice in the spring semester
- Student personal and academic issues reduced the availability of faculty to perform site visits to clinical locations

What were the lessons learned departmentally/program in 2018-2019?

- To balance grading of courses to better give a holistic view of student learning. There is a need to evaluate the competency grading to reflect the students abilities to perform procedures at different levels of patient conditions.

2019-2020 Goals

- Replace CR unit with a flat panel detector.
- Reach 85% pass rate.
- Establish monthly email updates to clinical sites.
- Create assignment with rubrics that will allow students to write professional emails, make phone and to be punctual.

Veterinary Technology

What were the highlights of your Department/Program for 2018-2019?

- Incorporating RAVS (Rural Area Veterinary Services) into our list of internship sites. This is a type of “doctors without borders” for the veterinary profession.

What challenges did you face in 2018-2019?

- Adjusting courses/instructors
- Implementing/creating several changes to curriculum

What were the lessons learned departmentally/program in 2018-2019?

- The pilot professional seminar course was very successful. Each class was used to help students prepare for the VTNE exam. There was a 100% pass rate for the first cohort of students to take the class, indicating a positive influence on student success.

2019-2020 Goals

- Improve student interaction between first & second year students while creating a positive learning environment
- Increase dual enrollment with PDE for CIP 51.0808
- Professional development

Welding Technology

What were the highlights of your Department/Program for 2018-2019?

- 4 Students were accepted into the Boilermakers apprentice program. As of today 5/17/19, 10 2019 graduates are employed in the welding field.

What challenges did you face in 2018-2019?

- Getting students to study and hand in homework assignments and stressing how much the lecture class will impact their lab class.




What were the lessons learned departmentally/program in 2018-2019?

- Taking away a credit class and making it a 1 credit class and putting more homework on the student. Most students will not do homework on their own unless they are forced into it.

2019-2020 Goals

- Increase ART 105 from 1 credit to 2 credits.
- Run labs in a consecutive day process.

Department Goal Summary

	Foster Academic Innovation & Excellence	Enhance Student Success	Promote Equity & Inclusion	Ensure Stewardship & Growth of Resources	Total
AES	21	22	17	29	89
Academic	23	15	5	11	54
Total	44	37	22	40	143
 <i>Did not meet</i>	7	9	2	6	24
 <i>Partially Met</i>	9	6	5	2	22
 <i>Met</i>	28	22	15	32	97
	64%	60%	68%	80%	68%

Every department at Johnson College strived for continuous improvement as evidenced by the 131 individual goals that were set for the year. Of the goals that were not met, most were due to changes in direction of the department or restructuring. Boasting a 70% success rate, the Johnson College community set the bar high and made a significant impact on the attainment of the Institutional Goals set forth in the Vision 2020 Strategic Plan. It should be noted that goals and objectives that were met in the previous year were not necessarily carried over to this year. For example, Objective 1.1 was met last year so it was not included in this year's closeout report. The goal with the highest success rate, Ensuring Stewardship & Growth of Resources, is a testament to the fiscal responsibility and dedication to growth found at the College. Unfortunately, the lowest performing goal was that of Enhancing Student Success. As this is a high priority for the College, each department has either maintained or increased their Student Success goals for the next academic year. Moving forward, the College will also need to place more emphasis on Promoting Equity & Inclusion. This seems to be the hardest goal to quantify, so the low number of department goals associated with this institutional goal may be a misleading metric in itself. The Campus community is dedicated to providing a welcoming environment to all students regardless of the measurement methods. Details on department level goals as they align to institutional goals can be found on the following page.

Department Goal Details

	Foster Academic Innovation & Excellence	Enhance Student Success	Promote Equity & Inclusion	Ensure Stewardship & Growth of Resources
Academics				
Train new faculty and adjuncts on innovative pedagogies by developing a plan for program improvements	<input checked="" type="checkbox"/>			
Enhance student learning through experiential activities beyond the classroom by purchasing 180Skills to develop a CBE program	<input checked="" type="checkbox"/>			
Enhance partnerships and put them to work for mutual benefit by beginning research and alignment for membership with TAOC and SARA.	P			
Collaboration between Academics and Student Engagement to align academic courses to support student engagement programming to meet students' needs.		<input checked="" type="checkbox"/>		
Enhance the college's customer care philosophy by improving tutoring and student support programs.		<input checked="" type="checkbox"/>		
Restructure General Education by providing all programs with literacy training.		<input checked="" type="checkbox"/>		
Increase services to underserved students by develop programs with industry to help train either current or new workforce.			<input checked="" type="checkbox"/>	
Foster a welcoming campus climate that promotes and celebrates diversity by hosting an event with NEIU 19 about Inclusion			P	
Focus on growth of resources that support STEM education and academic innovations by pursuing grant opportunities.				<input checked="" type="checkbox"/>
Advising				
Maintain Persistence and Retention Rates at 80%		<input checked="" type="checkbox"/>		
Maintain persistence and retention rates by attending 5 campus events to create connections with students.		<input checked="" type="checkbox"/>		
Use data to track success of students on probation by establishing a benchmark of how many students are removed from probation or made academic progress.		<input checked="" type="checkbox"/>		







Use data to track success of students in need of tutoring by determining how many students passed or improved course grades for which they completed tutoring		<input checked="" type="checkbox"/>		
Engage students to make them feel a part of Johnson College by initiating activities or programs that ensure students feel a member of the College.			P	
Focus on growth of Student Advising Center by advising 75% of the student population by the start of the registration period.				<input checked="" type="checkbox"/>
Career Service				
Increase industry connections by attending 1-3 off-campus events each month throughout the year				P
Match students with industry partners to increase internship opportunities.		P		
Cultivate relationships with incoming students to better assist them with job skills, resume writing, and placement by attending 90% of the SSS 101 classes each semester.			<input checked="" type="checkbox"/>	
Continue better than standard placement rates by maintaining at least a 58% placement rate at graduation.		P		
Collaborate with other departments to benefit students by partnering on 4 - 8 events per year.			<input checked="" type="checkbox"/>	
Communications				
Connect with regional colleges and research best practices to improve campus communication by building an external network with area colleges and universities.	<input checked="" type="checkbox"/>			
Engage with students to keep them informed of campus happenings by analyzing student information trends		<input checked="" type="checkbox"/>		
Develop relationships with government officials by interacting with government officials through formal meetings and networking opportunities				<input checked="" type="checkbox"/>
Enhance public relations content for academic programs by highlighting each program throughout the academic year				<input checked="" type="checkbox"/>
Continuing Education				
Acquire 180 skills to enroll a minimum of 25 students into online learning CBE.	<input checked="" type="checkbox"/>			
Develop the CNC program as a competency based education (CBE) program.	<input checked="" type="checkbox"/>			
Increase student completion rates for CE offering by establishing a baseline of completion rates.		<input checked="" type="checkbox"/>		
Increase service to underserved students by partnering with service providers such as PathStone, ResCare, and United Neighborhood Center			P	

Increase overall enrollment by working with CWDS to identify individuals in need of training and the funding to support the training.				<input checked="" type="checkbox"/>
Improve efficiency by hiring a part-time administrative support employee.				<input checked="" type="checkbox"/>
Counseling & Disability Services				
Partner with local colleges, agencies, and non-profits to connect students with counseling and disability resources by attending at least three trainings focused on relevant student needs to apply to our student programming.			<input checked="" type="checkbox"/>	
Identify the additional needs of students by securing an intern for the department.		<input checked="" type="checkbox"/>		
Identify assessment tools for the department by researching and developing possible surveys for faculty and students.		<input checked="" type="checkbox"/>		
Increase the opportunities for student wellness through passive messaging.		<input checked="" type="checkbox"/>		
Development				
Connect with companies that employ a significant number of alumni and/or would be potential workforce development partners to strengthen their relationships with Johnson College by building a network of at least five employers that employ at least two Johnson College graduates	<input checked="" type="checkbox"/>			
Connect with companies, government agencies, and/or nonprofit organizations to discuss possible workforce development partnerships with Johnson College; Manager of Development will meet with at least five community partners, resulting in at least two grant proposals.				<input checked="" type="checkbox"/>
Increase opportunities for alumni to mentor a core group of students by establishing a core group of five alumni mentors			<input checked="" type="checkbox"/>	
Ensure funding for maintenance and growth of STEM Summer Camps by receive one grant or other funding source that will sustain the STEM Summer Camp at current tuition level and provide for expansion.				<input checked="" type="checkbox"/>
Develop a fundraising plan for facilities campaign to include government funding sources.				<input checked="" type="checkbox"/>
Student Engagement				
Create more monthly off-campus student events		<input checked="" type="checkbox"/>		
Explore new housing possibilities				<input checked="" type="checkbox"/>

Develop the Season of Giving by holding three charitable events	<input checked="" type="checkbox"/>			
Move student newsletter to Mailchimp and analyze the information		<input checked="" type="checkbox"/>		
Create a student leadership plan			<input checked="" type="checkbox"/>	
Host career services and academic events/workshops (2 per semester) led by student organizations		<input checked="" type="checkbox"/>		
Enrollment				
Create and Implement department standard operating procedures designed at becoming more strategic in the enrollment process leading to increased student enrollment by increasing enrollment and student inquiries by 10% over prior year.				<input checked="" type="checkbox"/>
Increase overall acceptance rate (Applications to Accepted) by 15% from prior 3-year average (56% to 64%) by updating the Enrollment Policies and Requirements which will allow more students the opportunity to be accepted at Johnson College			<input checked="" type="checkbox"/>	
Develop an Enrollment Strategy designed to increase the overall number of non-traditional and minority students on campus and therefore increase non-traditional student population by 15% and minority population by 15%.			P	
Facilities				
Ensure stewardship and growth of resources by moving the welding program back to campus from Roseanna Ave.				<input checked="" type="checkbox"/>
Enhance student success by renovating the library physical plant.		<input checked="" type="checkbox"/>		
Ensure stewardship and growth of resources by patching the roads on campus.				<input checked="" type="checkbox"/>
Ensure stewardship and growth of resources by decreasing energy consumption in the Weaver and Diesel buildings by 15%				<input checked="" type="checkbox"/>
Faculty				
Collaborate with OIE and CAO to create a schedule of faculty members' involvement in committees by creating a schedule of rotation and benchmarks for involvement.	P			
Implement the onboarding process for new faculty and adjuncts by working with HR on an onboarding process.			<input checked="" type="checkbox"/>	

Work with Academics to develop a more dynamic evaluation process for faculty by updating all instructor observation forms to provide both positive and negative feedback.		P		
Incorporate differentiation strategies which include process and product expectations for faculty and also to use data as the basis for decisions in order to increase overall performance by researching and implementing training and professional development that will enhance the faculty's effectiveness.	☑			
Finance				
To align resource allocation with academic and AES unit plans by creating a forecasting model to better predict the future financial performance of the current fiscal year.				☑
Grow strategic investment in capital projects by creating a facilities reserve model to help lower deferred maintenance.				☑
Enhance the college's customer care philosophy and increase overall enrollment by decreasing the percentage of student uncollectible tuition bad debt write offs.				☑
Align resource allocation with academic and AES unit plans by updating the program profitability analysis as strategic initiatives dictate.				☑
Align resource allocation with academic and AES unit plans by refining and updating the Enrollment Projection Model				☑
Financial Aid				
Enhance student learning through experiential activities beyond the classroom by maintaining a default rate below 15%.	☑			
Enhance the customer care philosophy by creating a baseline of 90% customer satisfaction in the financial aid office.		☑		
Increase applications for scholarships by 1% for returning students, non-traditional, and minority students.			☑	
Continue heavy communication with the Enrollment department and incoming students to ensure students are financially prepared by ensuring that all deposited students are able to receive their FA package within two weeks of deposit.				☑
Human Resources				

To encourage employees to explore their own culture & beliefs and the culture of others in the campus community in an effort to enhance greater multicultural awareness and promote dialogue exchange by creating an equity and inclusion committee.			<input checked="" type="checkbox"/>	
Build each academic department staffing plan to ensure student success by recruiting and hiring 2nd tier faculty members for each program.	P			
To better understand the campus climate and culture to help leadership make decisions by having a culture survey.				<input checked="" type="checkbox"/>
Industry				
Develop industry connections that tie back to students entering into industry careers faster by adding 15 industry contacts through in-person networking meetings.	<input checked="" type="checkbox"/>			
Work with industry and college programs to relay needs of both parties by inventorying the needs of all programs (current technology).	<input checked="" type="checkbox"/>			
Develop a master plan with Highland Associates including a feasibility study for Richmond Hall				<input checked="" type="checkbox"/>
Develop a RFP for integrated facilities and food management companies to bid on campus requirements.				<input checked="" type="checkbox"/>
Office of Institutional Effectiveness				
Foster a culture of assessment and continuous improvement by standardizing assessment processes campus-wide.	<input checked="" type="checkbox"/>			
Foster a culture of assessment and continuous improvement by reviewing and revising training events.	<input checked="" type="checkbox"/>			
Assess personnel needs for the office of Institutional Effectiveness by identifying the staffing requirements needed to meet the needs of the college.			<input checked="" type="checkbox"/>	
Office of Online Learning				
Expand distance learning opportunities by adding eight new DE classes per year	<input checked="" type="checkbox"/>			

Increase the number of students who are trained for distance education by completing the Online Student Success Strategies training.		P		
Increase the number of faculty and staff members by training 10 people each year in the Hybrid and Online Training (HOT) course.	P			
Expand Distance Education Opportunities by creating a fully online program; add 4 business classes for development and online delivery.				
Full integration with SIS to allow for automatic updates to courses and student information to D2L				
Provide additional oversight and support to the Office of Online Learning by hiring one FTE				P
Network & Systems Administration				
Evaluate campus hardware and plan to upgrade where appropriate: replace aging network infrastructure.				
Registrar				
Create an assessment methodology for transfer credits by establishing a baseline of transfer credit acceptance and denial by program and general education category.				
Increase the institutional retention rate by registering 90% of continuing students for the subsequent semester.				
Assess gender trends through elective course registration to ensure adequate course offerings for all students by establishing a baseline of registration trends based on gender.			P	
Resource Center				
Enhance information literacy by creating a "Research Support Unit," focusing on the evaluation and integration of academic resources to Johnson College campus community by delivering the content of "Research Support Unit" to three program areas by the end of spring 2019.				

“Re-imagine” the physical space of the Resource Center to better meet the demands of the Johnson College Community by attracting students and faculty to the Resource Center by creating “casual study space” and the option to reserve the “private study room” and “collaborative learning tables.”				<input checked="" type="checkbox"/>
Make tutoring available in all program areas by providing supplemental instruction for students in both core and general education classes.		P		
Develop Resume workshop to better prepare students for industry employment by meeting with all internship students by the end of spring 2018.			<input checked="" type="checkbox"/>	
Advanced Manufacturing Technology				
Increase retention and persistence rates by 5%.	<input checked="" type="checkbox"/>			
Improve student interaction between first and second year students by creating a path for peer education and commingling.			<input checked="" type="checkbox"/>	
Increase outreach to local schools and aid in understanding of contemporary manufacturing technologies by increasing the exposure of the AMT department while aiding local schools with STEM outreach. Five outreach sessions.				<input checked="" type="checkbox"/>
Professional development of faculty through cross training in areas of the department. 3 sessions during the year.	P			
Architectural Drafting & Design Technology				
Develop online courses by completing the HOT training.			<input checked="" type="checkbox"/>	
Increase industry and community ties through student involvement by participating in Veterans Community Project and work with Career Services to improve ADT department recognition in the local employment market.	<input checked="" type="checkbox"/>			
Increase enrollment by contacting accepted and applying students while in the enrollment process. Work with the Enrollment department on their initiatives.				<input checked="" type="checkbox"/>
Automotive Technology				
Increase student retention by increasing the number of quality applicants.				<input checked="" type="checkbox"/>
Make resources available to students at all times without having to come to campus by developing an online lecture for at least one of the automotive classes	<input checked="" type="checkbox"/>			

Evaluate VMR courses to gauge student success with the required competencies to pass the courses by monitoring the success of competencies in both disciplines (auto & diesel).		<input checked="" type="checkbox"/>		
Biomedical Equipment Technology				
Strive to improve teaching methods by making the performance tests more challenging for BET seniors	<input checked="" type="checkbox"/>			
Strive to improve teaching methods by improving student's retention of electronics principles into their second year.	<input checked="" type="checkbox"/>			
Strive to improve teaching methods by adding more troubleshooting questions to question banks for all levels.	<input checked="" type="checkbox"/>			
Develop new teaching and lab materials by adding a question bank with Electronics Technician Association type questions.	<input checked="" type="checkbox"/>			
Develop new teaching and lab materials by creating circuits in Multisim for round-robin lab tests or quizzes.	<input checked="" type="checkbox"/>			
Logistics & Supply Chain Management				
Prepare the program for 100% online delivery by completing the development of four business program courses for online delivery.	<input checked="" type="checkbox"/>			
Build relationships with industry professionals to provide feedback on curriculum by forming a Program Advisory Committee.				<input checked="" type="checkbox"/>
Provide students with "real world" knowledge of the logistics workplace by inviting guest speakers to meet with logistics students and provide lectures.		<input checked="" type="checkbox"/>		
Carpentry & Cabinetmaking Technology				
Emphasize safety by repairing tools and power cords to keep the jobsite safe.				<input checked="" type="checkbox"/>
Students will apply sound customer relation practices by working in groups to provide an estimate of materials to present to a customer.			<input checked="" type="checkbox"/>	
Students will learn proper construction of kitchen cabinets by laying out and cutting material for cabinet face frames.		<input checked="" type="checkbox"/>		
Computer Information Technology				
Improve the technical level of the program by introducing high-level synthesis open-ended essay questions into each class/lab final exam that will enable them to achieve a grade between 80% and 100%				

Increase retention rates by 2% by working closer with student services, advisors, and the students to identify and address student problems.		<input checked="" type="checkbox"/>		
Increase student industry knowledge by introducing an online Microsoft class where students will test for technological competency.	P			
Diesel Truck Technology/Diesel Preventative Maintenance Technology				
Increase industry partnerships by having 5 industry representatives visit campus.				<input checked="" type="checkbox"/>
Increase retention to maintain 85% retention rate.		<input checked="" type="checkbox"/>		
Increase enrollment by attending 2 OAC meetings.			<input checked="" type="checkbox"/>	
Increase industry partnerships by securing 5 new industry partners.				<input checked="" type="checkbox"/>
Electrical Construction & Maintenance Technology				
Increase retention to 85%		<input checked="" type="checkbox"/>		
Increase internship placements to 80% of second year students.	<input checked="" type="checkbox"/>			
Enhance the student experience by increasing the number of live labs and industry labs.	<input checked="" type="checkbox"/>			
Electronic Engineering Technology				
To ensure that graduates will be able to troubleshoot electronic circuits and systems using theoretical principles and measured values to resolve operational issues by evaluating the student learning outcomes for correct benchmark level.	<input checked="" type="checkbox"/>			
Promote greater workplace interaction between students by assigning lab partners to foster greater mixing and cooperation by developing a spreadsheet to make the assignments.			<input checked="" type="checkbox"/>	
Increase program effectiveness by developing a method to internally track student issues to determine and mitigate completion difficulties and increase retention by 2%		<input checked="" type="checkbox"/>		
Stabilize program population by working with enrollment to attend school or fair events and to work with the STEAM outreach team.				<input checked="" type="checkbox"/>
General Education				
Increase instructor use of technology in the classroom by exposing instructors to new technologies and uses for current infrastructure.	P			
Add a full-time math and/or science instructor		<input checked="" type="checkbox"/>		
Increase general education course offerings by adding 1-2 humanities and/or art courses.	<input checked="" type="checkbox"/>			

Heating, Ventilation & Air Conditioning				
Increase industry partnerships through on-campus visits and guest speakers.	<input checked="" type="checkbox"/>			
Increase retention to and maintain at 85%		<input checked="" type="checkbox"/>		
Increase industry partnerships by attending three industry events.				<input checked="" type="checkbox"/>
Increase enrollment through increase public relations using social media.				<input checked="" type="checkbox"/>
Physical Therapist Assistant				
Increase retention rate to 80% and persistence rate to 90%	<input checked="" type="checkbox"/>			
Improve NPTE Pass Rates to 90% or higher.		<input checked="" type="checkbox"/>		
Support professional development by attending CAPTE workshops and other conferences.	<input checked="" type="checkbox"/>			
Radiologic Technology				
Increase the ability for students to assess patient conditions or procedures accordingly by increasing the scores in RAD 259 to above 4.		<input checked="" type="checkbox"/>		
Increase program effectiveness by increasing retention by 2% and graduation rate by 1%		<input checked="" type="checkbox"/>		
Create innovative assessment strategies to evaluate students by developing rubrics to help give constructive feedback to students for improvement.	<input checked="" type="checkbox"/>			
Foster academic innovation by updating lab equipment with a wallboard and a bendable phantom knee.	<input checked="" type="checkbox"/>			
Veterinary Technology				
Increase enrollment to 32 freshman students.				<input checked="" type="checkbox"/>
Increase VTNE pass rate to >76% by creation and implementation of VET 295 Professional Seminar		<input checked="" type="checkbox"/>		
Increase retention to 80% and persistence to 90%.		P		
Welding Technology				
To build a better hands-on connection with each welding section, run labs in a consecutive day process	<input checked="" type="checkbox"/>			
Get students ready for work place safety by adding the OSHA 10 course to the program.	<input checked="" type="checkbox"/>			
Streamline courses by changing the blueprint class from 3 credits to 1 credits.		<input checked="" type="checkbox"/>		

Measuring the Mission

Performance KPIs

1. Persistence Rate

Benchmark	90%
2017-2018	83.56%
2018-2019	89.05%
2019-2020	
2020-2021	

2. Retention Rate

Benchmark	80%
2017-2018	75.56%
2018-2019	79.05%
2019-2020	
2020-2021	

3. Enrollment

Benchmark	500
2017-2018	451
2018-2019	428
2019-2020	480
2020-2021	

4. Graduation Rate (Institutional 150%)

Benchmark	70%
2017-2018	60% (2015 cohort)
2018-2019	60% (2016 cohort)
2019-2020	(2017 cohort)
2020-2021	(2018 cohort)

(Note: 2014 cohort = 69%, 2013 cohort = 75%)

5. Job Earnings

Benchmark	Response Rate	Average Earnings
2017-2018	20 out of 38	\$34,000
2018-2019	30 out of 309	\$36,875
2019-2020		
2020-2021		

6. Financial Health – Excess Net Assets

Benchmark	Net Positive
2017-2018	\$ 726,860
2018-2019	\$ 389,385
2019-2020	
2020-2021	

Mission-Centric KPIs

Mission: Johnson College provides real-world, hands-on learning in a caring environment and prepares graduates to enter into or advance in their careers.

1. Real-world

a. Percentage of Students participating in Internships*

*Clinical participation is not included in this figure because clinical practicums are required for PTA, VET, BET, and RAD students. Internships are optional for all other programs.

Benchmark	55%-65%
2017-2018	61.70%
2018-2019	56.52%
2019-2020	
2020-2021	

b. Number of Live Labs/Field Work

Benchmark	??
2017-2018	54
2018-2019	60
2019-2020	
2020-2021	

2. Hands-on

- a. Survey Question: Thinking about your entire experience at Johnson College, how satisfied are you with opportunities to get hands-on experience in you major?

Benchmark	92%
2017-2018	90% satisfied
2018-2019	92.21% satisfied
2019-2020	
2020-2021	

3. Caring environment

- a. Survey Question: My professors care about how I am doing/My instructors provide a caring environment.

Benchmark	95%
2017-2018	100% agree
2018-2019	96.2% agree
2019-2020	
2020-2021	

- b. The institution provides a caring environment.

Benchmark	95%
2017-2018	N/A
2018-2019	N/A
2019-2020	
2020-2021	

4. Prepares graduates

- a. Survey Questions: My classes are preparing me to work in my industry.

Benchmark	85%
2017-2018	100% agree
2018-2019	N/A
2019-2020	
2020-2021	

- b. Employer Survey:

- i. 2018: Please evaluate the Johnson College graduates' knowledge the following area: trade and technical knowledge.
- ii. 2019: The Johnson College recent graduate was suitably prepared for the position hired.

Benchmark	70%
2017-2018	Fair: 8.7%; Satisfactory: 17.39%; Very good: 47.83%; Excellent: 26.09%
2018-2019	100% agree (30 employer responses)
2019-2020	
2020-2021	

5. Enter into or advance in their careers

- a. Placement rates

	Fall	Fall & Spring Combined
Benchmark	83%	83%
2017-2018	N/A	82%*
2018-2019	83%	81%
2019-2020	86%	86%
2020-2021		

Assessment Day 2019 Survey Synopsis

Check out these numbers!

Data pulled from Assessment Day 2019 Surveys. Full reports are located in the Shares folder: S:\Assessments\Assessment Day\2019

Satisfaction Rates

Counseling & Disability Services: 100%
Registration Process: 99%
Financial Aid Employees: 98%
Resource Center Materials & Availability: 97%
Student Business Services: 97%
Student Engagement Activities: 97%
Distance Education Courses: 91%

**94% Would Recommend
Johnson College to a Friend**



Hello!

Every time I walk by a staff or faculty member they always say "hi" or "good morning."

**95% Feel Included
on Campus**



Every time I seek out help or advice, the faculty and staff are always attentive and willing to help.

**90% EXPECT
TO BE
WORKING
FULL TIME
AFTER
GRADUATION**

The advisors are always 100% willing to help and put all of their efforts into doing so. They are wonderful.



Faculty always find a way to make time in their busy schedule to work with our business schedules to meet up.

