Department	Goal 1	Goal 2	Goal 3	Performance Indicator 1	Performance Indicator 2	Performance Indicator 3	Proposed Outcome 1	Proposed Outcome 2	Proposed Outcome 3	Department Number
ACCOMODATIVE SERVICES	Students with disabilities who are registered with the Office of Accommodative Services will receive reasonable academic accommodations in the classroom to address learning barriers in order to access the educational materials at Guam Community College.	Students with disabilities who are receiving reasonable academic accommodations an additional support service swill increase or maintaining their GPA. 50% of the total students with disabilities receiving reasonable academic accommodations will maintain and/or improve their GPA to a 2.0 or better.	Students with disabilities will be able to have a high tech center equipped with assistive technology, learning software, and auxiliary aids and services to address learning barriers in order to access educational materials at Guam Community College.	Students with disabilities will provide their Approved Academic Accommodations Form (AAAF) to their instructors so that the accommodations will be provided to them. Students with disabilities will have the instructors sign the Faculty Signature Form and return this form to OAS.	OAS will monitor student progress by obtaining progress reports from instructors. OAS will also review and compile the GPA at the end of the semester.	Request additional funding from local budget; seek grant funding and donations, to fund this high tech center for students with disabilities.	100% of students registered with the Office of Accommodative Services who are eligible for reasonable accommodations will be provided with some sort of reasonable accommodations in the classroom. They will be provided with their AAAF to deliver to their instructors, students will also provide to OAS their faculty signature form.	50% of the students receiving reasonable academic accommodations will receive at GPA of 2.0 or better by the end of each semester.	100% of students registered with OAS will have access to this high tech center to utilize the assistive technology, learning software, auxiliary aids and services to enhance their learning and access educational information to address learning barriers.	7630
ACCOUNTING	Equip classrooms and labs with state-of-the-art technology.	Protect assets in classrooms/labs.	Incorporate up-to-date software in the delivery of instruction in all postsecondary courses.	Faculty will deliver instruction utilizing current data and information.	Postsecondary classrooms will have securable storage units.	Procure automated test banks, electronic presentation software, and other technology-driven instructional material for all instructors	Postsecondary classrooms will have current resources available for instruction.	Assets will be secure and available for use by students for a sustainable period of time.	Students will be recipients of relevant data and updated information for use in research, projects, and assignments.	6980
ADMINISTRATIVE SUPPORT SERVICES & SECURITY	To provide services in the most efficient and cost effective manner to the college.	To coordinate security services for the campus to ensure that college personnel, students and property are secure.	To improve standards for copying services to better meet campus requirements.	Increase security to reduce the incidence of crime on campus	To reduce fewer security concerns on campus	To attain quality and prompt copying service	Establish system to reduce crime on campus	Reduction of security related concerns	Establish standards to prioritize and improve prompt and quality copying service	3080

Department	Goal 1	Goal 2	Goal 3	Performance Indicator 1	Performance Indicator 2	Performance Indicator 3	Proposed Outcome 1	Proposed Outcome 2	Proposed Outcome 3	Department Number
ADMISSIONS & REGISTRATION	Assure that student records are centralized, maintained, and secured by Admissions & Registration Office.	The office will maintain up-to-date student data files and make this information available as appropriate and in compliance to FERPA regulations, local laws and College policies.	The office will conduct training and an awareness campaign on campus to inform faculty, administrators and staff about the Family Educational Rights and Privacy Act.	Pertinent memorandums assigning all "silo" record keeping to Admissions & Registration and documents relative to efforts ensuring access to student records is secure.	The office will update and disseminate the College's Data Entry Standards policy. Also, the office will conduct a random sampling of new and existing records to determine if records are accurate and complete.	Training Sign-in sheets, and copies of what is displayed on the web and in print format.	100% of all Banner student PINs conform to College policy regarding password format and strength.	Over 80% of records examined will be found to be accurate and complete.	100% of offices and departments responsible for entering or reviewing person, non-person, or student data will receive training in FERPA regulations. Also, 80% of all persons with access to student information have either participated in FERPA training or have viewed posted information regarding	5020
ADULT BASIC EDUCATION	To assist in enrollment of students in the GCC ABE classes.	To support development of language arts to faculty through annual subscription and membership to IRA.	To support development of math faculty through subscription and membership to NCTM.	Number of ABE students enrolled in fall 2013	Membership and annual subscription certification to IRA	Membership and annual subscription certification to NCTM	500 ABE students will be assisted in registering for classes in sy2013-2014.	Language arts ABE faculty will have the use of the IRA professional subscription as resource for their courses	Math ABE faculty will have the use of the NCTM professional subscription as resource for their courses.	6610
ADULT HIGH SCHOOL	To enroll maximum of 80 students in the GCC Adult HS classes in SY2012-2013	To enroll a maximum 24 students in GCC Adult HS student success course in SY2012-2013	To provide administrative support to the GCC Adult HS program	Number of ahs students enrolled core courses in SY2012-2013	Number of ahs students enrolled in the student success course in SY2012-2013	Annual student program progress through CASAS testing	80 students will be enrolled in AHS in SY2012-2013	24 students will be enrolled in the student success course in SY2012-2013	AHS students will be assisted in their registration and referred to 3rd party for career electives	6620
ALUMNI RELATIONS										1050
APPRENTICESHIP										6910

Department	Goal 1	Goal 2	Goal 3	Performance Indicator 1	Performance Indicator 2	Performance Indicator 3	Proposed Outcome 1	Proposed Outcome 2	Proposed Outcome 3	Department Number
ASSESSMENT & COUNSELING	To increase student utilization of the Interest Profiler in the "Choices Planner", a Career Information Delivery system (CIDS).	To increase GCC employees' awareness of the Assessment & Counseling department's direct student services.	To ensure ongoing review and evaluation of counseling services, programs, and initiatives occur.	The department will generate a Choices Planner software report of the portfolio evaluation with the number of students utilizing the Interest Profiler in September 2012.	A survey of college employees will be conducted to measure employee awareness of counseling services for students.	Regular reviews, discussions, and analysis of department strategic plan initiatives and assessment goals are conducted via department meetings, case staffing, and/or retreats.	After establishing a baseline of Choices Planner software Interest Profiler users, the department will increase the student usage by 10%.	At least 75% of the employee respondents will accurately identify at least three direct student services provided by the Assessment & Counseling department postsecondary career counselors for postsecondary programs and adult high program	Revision of department strategic plan and improvement of department services will occur based on analysis of data from the regular reviews and discussions.	7610
AUTOMOTIVE TECHNOLOGY	Recruit students from secondary program into postsecondary	Fulfill industry needs	Increase inventory of national automotive technicians' education foundation (NATEF) required tools & equipment	Number of students from secondary program enrolling in post-secondary program	Through meetings with advisory committee	Through inventory management	5% of graduating seniors will transition into post-secondary program	Consensus from advisory committee that program is fulfilling industry needs	10% increase in inventory of NATEF required tools	6110
BOARD OF TRUSTEES	Update Board's Professional Development Plan to provide for continuous education for Board members.	Establish and implement systematic assessment processes.	Update Board Policies through a systematic review process that reflect changing institutional and community needs and demands.	Board makes decisions that support GCC's Mission Policy.	Board meets on a regular basis to discuss issues.	Board meets with Faculty Senate & Student Leadership Organizations to promote participatory Governance	Board Policy decisions reflect and support the mission of GCC.	Issues are resolved/addressed by the Board.	Participatory governance Issues are addressed quickly and in a timely manner.	1000
BOOK STORE	To support educational programs by ensuring student satisfaction in providing quality services and ensuring adequate supply of books and supplies each semester.	To support educational programs by ensuring student satisfaction in providing alternate solutions to reduce cost of textbooks to the students	To support educational programs by ensuring student satisfaction in providing quality service and ensuring adequate supply of books and supplies each semester.	Inventory will be taken before the start of each semester to determine the projected needs for each class based on the textbook orders placed by the department chairs. 90% of the required textbooks will be available for students to purchase by the	Research and evaluate alternate solutions to reduce cost of textbooks for the students. 25% of the alternate solution proposed to reduce cost of textbooks will be used.	Inventory will be taken before the start of each semester to determine the projected needs for each class based on the textbook orders placed by the department chairs. 90% of the required textbooks will be available for students to purchase by the	The success of placing orders at least 2 months prior to the start of the semester will ensure that books will be available for the new semester.	The success of this alternate solution will provide other ways to reduce textbook cost to the students.	The success of the physical count will assist in ensuring that accurate quantities of books are ordered.	3045

Department	Goal 1	Goal 2	Goal 3	Performance Indicator 1	Performance Indicator 2	Performance Indicator 3	Proposed Outcome 1	Proposed Outcome 2	Proposed Outcome 3	Department Number
BUSINESS OFFICE	Appropriate financial information is provided throughout the institution. The Business Office will provide monthly financial reports to uphold educational programs by enhancing and working closely with the campus community.	The Business Office will provide financial information to departments based on funds appropriated and available by the legislature and the Board of Trustees to better support student learning programs and services, the appropriate allocation and use of financial resources to internal stakeholders will be managed through the timeliness of budget	Accurately account for college activity through keeping financial records in compliance with GAAP and US OMB circular requirements.	The Accountants will prepare and generate monthly financial status reports.	The approved budget will be readily available for use by the third week of the year.	Federal reports will be submitted upon the federal report deadlines.	The monthly financial status reports will be completed and submitted to Board of Trustees, Legislature and Campus community.	The annual budget will be completed and submitted to legislature for approval by 02/15/2014.	The annual audit report will be submitted to OPA, federal and GAAP deadlines.	3010
CENTER FOR STUDENT INVOLVEMENT	Provide training for the Council On Postsecondary Student Affairs (COPSA) officers: a) on their roles and responsibilities as the representative voice for the student body to facilitate concerns to administration and the community; and b) to plan and implement campus-wide	Provide guidance and a resource system for all student organizations	Provide training opportunities to empower and equip our students with skills they can utilize in the classroom and in the workplace.	COPSA Officers will sit on college committees to ensure student representative voice and the number of campus-wide activities offered to students.	Training and documents available for student organizations.	Regular offerings of workshops / training sessions for students to develop and apply their leadership and employability skills.	COPSA Officers properly route student concerns to the administration and conduct campus-wide student activities.	Training for student organization leaders and members is provided each semester and all relevant documents needed will be available as hard copies and on-line.	Evaluation surveys after workshops/training sessions will indicate that students have gained usable skills/knowledge that will help them with their personal, educational, and/or career goals.	7420
CHAMORRO & FOREIGN LANGUAGES	Provide learning experiences for students that lead to their employment or their continued education.	To provide equipment and maintenance of the equipment in labs to provide students with best opportunity to complete the student learning outcomes successfully.	To provide faculty with the support they need to achieve student learning outcomes.	Students' successful participation in work experience and practicum exercises.	Students achieve stated goals in classroom competencies.	Students achieve stated goals in classroom competencies.	Students completing LMP & ProStart programs will signify interest to continue their study in the relevant post secondary program	Down time of equipment will have a minimal effect of students' ability to use labs.	Goals established will be met by faculty with respect to numbers of students achieving established norms and learning outcomes as stated in the departments' assessment (TracDat)	6830

Department	Goal 1	Goal 2	Goal 3	Performance Indicator 1	Performance Indicator 2	Performance Indicator 3	Proposed Outcome 1	Proposed Outcome 2	Proposed Outcome 3	Department Number
CIVIC ENGAGEMENT										7440
COMMUNICATIONS & PROMOTIONS	To provide effective communication and promotion of college programs and events.	To provide recruitment videos and posters to promote GCC as a viable alternative for graduating high school seniors.	To ensure that all information emanating from the college is presented in a positive and professional manner.	Number of students that register for classes per semester, and number of persons that attend GCC events. Also, survey disseminated at express registration to determine why students are enrolling and where they are	Number of students that register for GCC secondary programs while in high school and number of high school graduates that register for GCC classes upon graduation.	Number of times and nature of media coverage of college events. Also, a web-based survey to indicate community awareness and perception of GCC and its programs.	Help to increase postsecondary enrollment per semester by three percent.	Increase in enrollment in GCC secondary programs by five percent, and positive parental feedback with regard to GCC programs in survey (budget permitting).	Nature of media coverage of GCC events (positive or negative) and number of times GCC media releases and requests for news coverage appear on TV, radio, print, or on news media web sites.	1030
COMPUTER SCIENCE	To increase student retention in the Computer Science Program.	To increase student completion in the Computer Science Program.	To meet the needs of the Community.	Show cancellation of classes for each semester.	To show how many people graduate with the Computer Science Associates Degree annually.	We will provide the Computer Science Advisory Committee Meeting minutes annually.	To reduce of number of canceled classes per semester.	To increase the number of students graduating in the Computer Science program annually.	To accommodate the urgent needs as per the minutes of the Advisory Committee to infuse in the Computer Science Program	7710
CONSTRUCTION TRADES	Prepare students to work in the construction industry as semi-skilled to skills crafts people	Provide students with nationally recognized certifications	Provide courses for advancement and personal enrichment	Enrollment.	Assessment results reported in TracDat	Number of faculty recertified	Increase enrollment in construction trade courses.	All faculty in trades certified as contrens instructors.	Meet assessment objectives.	6950
CONTINUING EDUCATION	To provide the community, business industry, and regional entities the educational opportunities to upgrade their job skills and knowledge in the workforce	To ensure that courses offered through continuing education are financially self-sustaining.		CE&WD to develop a strategic marketing plan to address training demands for workforce development in the community.	CE&WD will develop and market courses/training that will generate community participation to support the costs.		CE&WD courses/training offered address the occupational demands in the community.	CE&WD courses/training offered generate revenue to support a self-sustaining budget to department operations for continued development of educational/training opportunities		5050

Department	Goal 1	Goal 2	Goal 3	Performance Indicator 1	Performance Indicator 2	Performance Indicator 3	Proposed Outcome 1	Proposed Outcome 2	Proposed Outcome 3	Department Number
COSMETOLOGY	Successful completion for students taking the territorial board of cosmetology licensure exam	Increase student enrollment	To improve the physical facility and increase the number of workstations	Number of GCC cosmetology graduates who take and pass the Guam licensure exam	Number of new students declaring cosmetology as a major and recruit students by increasing marketing efforts	Renovation of classroom and replacement of furniture	A passing rate of 75% of the graduates who take the board of cosmetology exam	Increase enrollment by 3%	Improvement of the overall quality of instruction and presentation as indicated in end of semester student course evaluation survey	6150
CRIMINAL JUSTICE	Faculty will have all necessary resources to teach SLOs.	Students will complete certificate or associate programs within 3 years.	Establish Conservation Officer Certificate program.	Seventy percent of graduates will be employed in law enforcement or enrolled in an institution of higher learning.	Faculty will be surveyed regarding program needs.	Students will be surveyed regarding appropriate and timely course offerings.	Students employed in law enforcement or enrolled in institutions of higher learning.	Course curricula reviewed every 3 to 5 years for currency and relevance.	Classrooms inspected regularly and deficiencies corrected in a timely manner.	6410
CULINARY	Provide learning experiences for students that lead to their employment or their continued education.	To provide equipment and maintenance of the equipment in labs to provide students with best opportunity to complete the student learning outcomes successfully.	To provide faculty with the support they need to achieve student learning outcomes.	Students' successful participation in work experience and practicum exercises.	Students achieve stated goals in classroom competencies.	Students achieve stated goals in classroom competencies.	Students completing LMP & ProStart programs will signify interest to continue their study in the relevant post secondary program	Down time of equipment will have a minimal effect of students' ability to use labs.	Goals established will be met by faculty with respect to numbers of students achieving established norms and learning outcomes as stated in the departments' assessment (TracDat)	6820
DEAN'S OFFICE - TSS	Provide appropriate administrative and technological support for student services and programs.	Provide adequate support of program growth.	Provide support for institutional learning outcomes.	Timely processing of requisitions, document submissions and organized document retrieval system.	Curriculum and program document submissions and review.	Appropriate staff and personnel to coordinate activities for service learning and student services activities.	Documents will be processed through the dean's office with three days and appropriate grant and document management personnel will be in place.	Course documents will be within the five year cycle of hiring of qualified faculty or staff and will be in place to administer programs and courses.	Hiring and maintaining qualified staff to support faculty in their efforts to provide opportunities for students to demonstrate the ILOS.	7000
DEAN'S OFFICE-TPS	Supply appropriate administrative and technological assistance to faculty and programs.	Supply adequate assistance to program growth	Supply assistance for institutional learning outcomes.	Apt processing of requisitions, document submissions, and organized document recovery system.	Timely submissions and reviews for curriculum and program documents.	Designate staff and personnel to coordinate activities for service learning and institutional activities to service students.	Documents will be processed in a timely manner and routed accordingly, not exceeding three days. Documents processed through will be logged into system	Curriculum documents will continue to be maintained and ensured that all documents are within the five year cycle.	Maintain qualified staff in order to support faculty in their efforts to assist student s with their achievement of the ILOs.	6000

Department	Goal 1	Goal 2	Goal 3	Performance Indicator 1	Performance Indicator 2	Performance Indicator 3	Proposed Outcome 1	Proposed Outcome 2	Proposed Outcome 3	Department Number
DEVELOPMENTAL EDUCATION	Improve and enhance the quality of classroom instruction and student learning through the integration and use of technological devices.	Review the effectiveness of developmental education basic and reading course. TracDat Assessment-Current	Review the effectiveness of developmental education writing course. EN100W Course Guide—In Progress	Instructors will include varied technological devices which will be beneficial to instruction and student learning in new course guides, and revisions to existing course	Assessment Data inputted into TracDat for developmental education basic and reading courses	Assessment Data inputted into TracDat for developmental education writing courses.	80% of the developmental courses will be equipped with technological devices enhance instruction	1005 of courses slos will be reviewed, analyzed and modified if necessary based on evidence collected and entered into TracDat	100% of courses slos will be reviewed, analyzed and modified if necessary based on evidence collected and entered into TracDat	7760
DRIVER'S EDUCATION	Perform required maintenance on vehicle	Provide enough fuel so students can complete required behind the wheel hours	Maintain safety features of vehicle	Through record of service	Through meetings with instructor	Through annual safety inspection	100% of required service will be performed	70% of students will meet required hours	100% pass rate on annual safety inspection	6120
EARLY CHILDHOOD EDUCATION	Recruit Students From Secondary Program into Postsecondary	Provide Quality Education	Provide Exploratory Provide Exploratory Experiences For Those Interested In Education As A Career Choice	Number of new students enrolled.	Number of faculty attending professional development opportunities	Number of experiences provided to students	Increase enrollment by 2%.	All faculty members attend at least one professional development opportunity.	At least one experience in 50% of the courses.	6220
EDUCATION	Recruit Students From Secondary Program into Postsecondary	Provide Quality Education	Provide Exploratory Provide Exploratory Experiences For Those Interested In Education As A Career Choice	Number of new students enrolled.	Number of faculty attending professional development opportunities	Number of experiences provided to students	Increase enrollment by 2%.	All faculty members attend at least one professional development opportunity.	At least one experience in 50% of the courses.	6210
ELECTRONICS	To increase student enrollment in the Computer Networking Program.	To increase student retention and completion Computer Networking Program.	To meet the needs of the Community.	Show enrollment/cancellation of classes for each semester.	To show how many people enroll and graduate per Academic Year.	Provide Electronics Advisory Committee Meeting minutes annually and compile data of request from community.	To reduce of number of cancelled classes per semester.	To increase the number of students graduating in the Computer Networking program annually.	To accommodate the urgent needs as per the minutes of the Advisory Committee to infuse in the Computer Networking Program	7810
EMT	Provide learning experiences for students that lead to employment or continued higher education in the Emergency Technician Field	Ensure that the curricula reflects current practice and information in the Emergency Field	Ensure that instructors are academically prepared and possess current knowledge and skills in content area	80% of graduates will be employed as Medical Technicians	80% will pass the EMT National Standard examination	Upgrade course guides to meet national standards and revise every 3-5 years				6430

Department	Goal 1	Goal 2	Goal 3	Performance Indicator 1	Performance Indicator 2	Performance Indicator 3	Proposed Outcome 1	Proposed Outcome 2	Proposed Outcome 3	Department Number
ENGLISH	Improve the quality of classroom instruction through the use of technology.	Continue efforts of articulation with the University of Guam.	Review the effectiveness of SLOs for EN110 & EN111 courses.	Instructors will utilize multimedia options in classroom instruction to enhance student learning.	Create Fine Arts and Humanities courses to enhance General Education requirements and options, in order to meet the educational needs of students in the Liberal Studies	Assessment Data inputted into TracDat for EN110 & EN111 SLOs.	100% of instructors will utilize multimedia equipment as evidenced in lesson plans.	100% of course guides will be up to date and 90% will articulate to the University of Guam.	100% of course slos will be reviewed, analyzed and modified if necessary based on evidence collected and entered into TracDat.	7750
ENROLLMENT SERVICES										7620
ENVIRONMENTAL SAFETY	Revised and update GCC's Environmental Health & Safety Policy and Procedures	Coordinate with Human Resources Dept. on scheduling the Environmental Health & Safety training to students, faculty, and staff	Schedule the Environmental Health & Safety inspections procedures for the college and five satellite high schools.	Review every Environmental Health & Safety Policy and Procedures	Continue to provide inspection results to the appropriate department and timeline of corrective action to any deficiencies	Continue to investigate all forms of accident/injury.	Environmental Health & Safety Policy and Procedures update 30% completed.	Reduction in student accidents 90%.	Implementation of safety inspection program 50%.	3070
ESL (ENGLISH AS A SECOND LANGUAGE)	To support use of technology in ESL instruction	To support implementation of the new ESL course guides	To support faculty development of ESL instructors	Number of work orders for ESL lab maintenance	Provision of multimedia for instructor use	Membership and annual subscription certification to TESOL	ESL lab will be up kept through supervision of adult education office	Instructor will incorporate use of multimedia in teaching methodology	ESL faculty will be updated with resources from TESOL membership	6640
FACILITIES	To provide a conducive work/learn environment by maintaining facilities	To manage projects so that they complete as scheduled	To conduct preventative maintenance and inspection of facilities	Survey respondents will be satisfied with services rendered (work orders)	Complete CIPs as scheduled	Complete PMs and inspections as scheduled	Timely response to work orders	Assure sufficiency of classrooms, and other facilities	Enhance environment for those who work and learn at GCC	1065
GED	To ensure highest quality of services	To monitor program scheduling	To provide clients with prompt and courteous assistance	Survey respondents will be satisfied with services rendered	Resolve concerns within 5 business days	Schedule GED clients within a month from receipt of payment	Assure receipt of Jurisdictional Memorandum of Understanding to meet the needs of GED clients	Develop baseline data (client satisfaction)	Increase clients served by 30%	1061
GED										6630

Department	Goal 1	Goal 2	Goal 3	Performance Indicator 1	Performance Indicator 2	Performance Indicator 3	Proposed Outcome 1	Proposed Outcome 2	Proposed Outcome 3	Department Number
HEALTH SERVICES CENTER	To provide quality nursing care to the ill and injured on campus.	To provide preventative health care services.	To provide quality health education/counseling on campus.	An audit of accident reports, medical/dental referrals, and health records.	An audit of immunization and/or TB clearance records.	An audit of health education/counseling.	Results of audit will show indication that clients' health needs are met and reports/referrals are completed properly.	Results of audit will indicate 100% compliance among students with TB clearance requirements for college enrollment, as well as emergency & health information	At least 70% of participants (n=12 maximum) in brief tobacco intervention (BTI) counseling will show reduction in the number of cigarette sticks consumed and positive behavioral	7220
HUMAN RESOURCES	To provide effective support for the primary human resources functions at the college: hiring, periodic performance evaluation, and promotion. These activities are performed for faculty, staff and administrators.	To provide to management responses to questions about human resources issues as well as support for the development and negotiations of terms and conditions of employment.	To ensure the college hires and promotes based on merit, provides equal employment opportunity to all: complies with the provisions of title 4 and 17 of the Guam code: follows employment agreements; and follows other applicable laws and	Implementation of the new administrator's performance evaluation tool.	Faculty performance evaluation tool and performance evaluation rubric; and AIER memo on compliance on deadlines and quality.	Management, security and back-up of employment/personnel files	100% of administrators will be evaluated on the new performance evaluation tool and are expected to perform at expected or greater levels.	100% of faculty performance evaluations results will be compared with AIER memo on assessment compliance on deadlines and quality of reports and plans. Results shall equate to pay for performance.	80% of all full-time employees' records shall be updated and converted into the banner document management system.	3030
LEARNING RESOURCES CENTER	Provide sufficient resources to support the curricular needs of faculty and students.	Provide sufficient technology to support student learning and faculty instruction.	Provide information literacy instruction to ensure students become effective library users, information consumers and lifelong learners	80% of students and faculty will agree the library meets their curricular needs.	80% of students and faculty will agree that library technology meets their curricular needs.	80% of students will demonstrate effective information literacy skills.	GCC Library has sufficient resources to meet faculty and student needs.	Students and faculty become competent users of library technology.	Students will demonstrate effective information literacy skills.	7950

Department	Goal 1	Goal 2	Goal 3	Performance Indicator 1	Performance Indicator 2	Performance Indicator 3	Proposed Outcome 1	Proposed Outcome 2	Proposed Outcome 3	Department Number
MANAGEMENT INFORMATION SYSTEM	Provide effective management of computer technology and related resources in order for the college to carry out its mission and to provide students access to tools that will help them meet their educational goals.	Provide sufficient technology support by hiring, training, and retaining managerial, technical, and operational personnel, or outsourcing services, to help meet the computer needs of students, programs and service areas.	Manage the acquisition, integration, deployment, and maintenance of computer hardware, software, and related equipment and applications to continually enhance the information technology infrastructure of the college.	GCC faculty, staff, administrators, and students will not exceed 75% of available incoming and 75% of available outgoing internet bandwidth, as its daily average use, while having 100% access of on-campus networked and online resources to and from the internet. MIS will identify and take steps to initiate at least 51% of the combined technology audit, ITSP, and the ea recommendations, while using the same documents as a yardstick to measure progress or improvements specific	At least 75% surveyed will be satisfied with the level of computer technology resources meeting their needs and efforts towards SLO and AUO goals.	findings will indicate that at least 60% of all identified operational and action items, or activities, from the ea and the ITSP are in place, upcoming, or in actual plans.	Lab and office computers, the internet, MyGCC portal, and related technology will be available when needed by students and employees at least 95% of the time.	the work order system will report that 90% of all computer technology work orders and related professional technical services were completed for the fiscal year.	in addtion to the two proposed outcomes above, users will be able to purchase and use desktop computer hardware and software in 90 days or less.	3020
MARKETING	Equip all secondary marketing sales and services labs with state-of-the-art technology.	Protect assets in secondary and postsecondary classrooms/labs.	Incorporate up-to-date software in the delivery of instruction in all secondary and postsecondary courses.	Secondary marketing students will receive training on the operation of state-of-the-art POS systems.	All secondary and select postsecondary classrooms will have alarm/surveillance systems and securable storage cabinets.	Procure automated test banks, electronic presentation software, and other technology-driven instructional material for all instructors.	All secondary marketing sales and services labs will have at least one (1) state-of-the art POS system installed.	Assets will be secure and available for use by students for a sustainable period of time.	Students will be recipients of relevant data and updated information for use in research, projects, and assignments.	6970

Department	Goal 1	Goal 2	Goal 3	Performance Indicator 1	Performance Indicator 2	Performance Indicator 3	Proposed Outcome 1	Proposed Outcome 2	Proposed Outcome 3	Department Number
MATERIALS MANAGEMENT	To support educational programs by communicating and working closely with the campus community.	To support educational programs by ensuring the timely procurement of supplies, equipment and services need in support of college programs.	To support educational programs through oversight of the procurement process, MM ensures that the colleges follow local and federal rules and regulations in procuring goods and services.	MM will conduct training on the procurement process for DC's, AA, and staff who prepare and process requisitions in their departments. 90% of the requisitions will be processed into a PO within 10 working days.	A monthly review of the requisitions received and processed into purchase orders will be done by monitoring the requisition log. 90% of the requisitions received by MM will be processed into a purchase order within 10 working days.	Develop, implement, and continue to update standard contracts for small construction or capital improvement projects for the college to manage risk. 100% of the small projects will have a contractual agreement in place prior to start of the work. 100% of fixed assets will be tagged and inventoried upon receipt and items will be compiled into a	The success of this training will help reduce the number of returned requisitions.	The success of this training and review process will be measured by the number of successful requisitions processed each month.	100% of the small construction projects for the college will have a contractual agreement prepared and approved. 100% fixed assets will be tagged and put into the college's inventory as they are received.	3040
MATH	Continue to support the logistical and instructional needs of faculty both in the classroom and lab to fulfill the coverage of SLO's for each course.	Enforce the use of internet and technology (both hardware and software based) in courses instruction to promote an engaging learning experience that reinforces student learning outcomes and also to provide uniform assessment tools for selected student learning	Encourage faculty to seek professional development and other related activities that contribute to the updating instructional strategies or enhancement of classroom lab to increase the retention and success rate of students.	Conduct assessment of two SLOs that shows criteria of the selected SLO are met.	Support all faculty to use of Internet and/or multimedia instructional technologies in the classroom to increase students' assignment completion and attendance rates.	All full-time faculty will attend or participate in at least one professional development activity either on island or off-island.	Each of the course SLOs showing at least a 70% success rate.	IDEAS survey show at least an 80% approval rating regarding delivery course materials with digital technologies and/or online based courseware.	Faculty will conduct workshops within or outside the department to present their learning from participated professional development activities.	7110
MEDICAL ASSISTANT	Provide learning experiences for students that lead to employment or continued higher education in the Medical Assistant field.	Ensure that curricula reflect current practice and information in the Medical Assistant field.	Ensure that instructors are academically prepared and possess current knowledge and skills in content area.	90% of graduates will be employed as Medical Assistants	70% will pass the Certified Medical Assistant exam	Utilize funding through PDRC and grants to upgrade instructors to Bachelor prepared	Students employed as Medical Assistants will indicate that they were well-prepared	Curricula will be updated every three to five years or as need according to the Certification process associated with Medical Assistants	Faculty will receive information on professional development and support resources available to gain awareness of current resources in their field	6710
NIGHT ADMINISTRATION										7211

Department	Goal 1	Goal 2	Goal 3	Performance Indicator 1	Performance Indicator 2	Performance Indicator 3	Proposed Outcome 1	Proposed Outcome 2	Proposed Outcome 3	Department Number
OFFICE OF ASSESSMENT & INSTITUTIONAL EFFECTIVENESS	Develop and improve the processes and systems necessary for collecting, analyzing, and reporting data related to reporting full and complete statistics on the condition of education activities at the College.	Provide TracDat user training for all assessment authors which will help improve the College's assessment compliance rates.	Provide web accessible data for the annual GCC Fact Book, for the Pacific Postsecondary Education Council (PPEC) Regional Fact Book, and for Program Review.	Carry out activities designed to address data reporting needs; provide consistent, reliable, complete, and accurate indicators of education status and trends of the College.	By Fall of 2012, 100% of all assessment units will be compliant with the two year assessment cycle calendar deadlines and requirements.	Provide GCC data for the annual GCC Fact Book, for the PPEC Regional Fact Book, and for Program Review.	Complete studies and publish reports and specialized analyses of the meaning and significance of such statistics; report timely, useful, and high quality information to internal and external stakeholders of the	By Spring 2013, 100% of all assessment reports submitted will be compliant with all assessment requirements.	Published GCC Fact Book, PPEC Regional Fact Book, and Program Review analysis and recommendations.	5030
OFFICE OF THE PRESIDENT	To provide leadership and direction for the activities of the institution to ensure that the College carries out its Mission while maintaining accreditation.	To ensure that the College retains its essential characteristics of responsiveness, accessibility, accountability, flexibility, relevance, excellence, and technological	To ensure the College acquires the necessary resources to support its Mission.	Institutional decisions support the College's Mission.	President ensures fiscal responsibility, open flow of information; curriculum is relevant to Guam's workforce needs.	The College meets all federal & local reporting requirements.	Programs/Courses offered reflect needs of the Community.	Budget is well managed, College open door policy is maintained, and Advisory Committee have input on curriculum.	Decisions reflect the alignment of financial resources with strategic planning.	1010
OFFICE OF THE VICE PRESIDENT (AAD)	Implement and oversee Acalog training to campus community and establish technical support networks between Deans, Department Chairs, Administrative Officer, Learning Outcomes Committee and Admissions &	Maintain educational excellence through a continuous review process of ILOs and SLOs to enhance student learning and success.	Ensure that the Institutional Self Evaluation Report (ISER) recommendations are implemented in a timely manner for accountability and improvement purposes.	Full implementation of Acalog on campus, with Acalog users demonstrating knowledge of its navigational features.	90-100% compliance rate of AAD departments and units with their assessment requirements that align with SLOs and ILOs.	Matrix of actions taken to monitor the progress of implementation of ISER recommendations.	More efficient and timely updates to college catalog and curriculum documents.	Increased faculty compliance with assessment requirements that lead to improvements toward the achievement of student learning and success.	ISER recommendations fully implemented throughout the campus and reported in the Annual Institutional Assessment Report (AIAR).	5000

Department	Goal 1	Goal 2	Goal 3	Performance Indicator 1	Performance Indicator 2	Performance Indicator 3	Proposed Outcome 1	Proposed Outcome 2	Proposed Outcome 3	Department Number
OFFICE OF THE VICE PRESIDENT (FAD)	To provide leadership and guidance to ensure that financial planning realistically aligns with available resources, institutional plans, and institutional priorities.	To ensure the coordination of the operations of GCC's business and finance division.	To ensure the financial integrity of the institution and responsible allocation and use of financial resources.	Development of an annual budget that ensures the financial requests is linked to institutional plans, priorities and timelines.	Monthly reporting requirements that are completed within the required timeframes, and policies and procedures are maintained and continually updated.	Annual budget, federal reporting requirements and audit are completed within the required timeframe and with minimal negative responses or findings.	The college's budget allocations are sufficient to meet the needs of the institution, and follow the institutional plans and priorities within the available resources	The policies and procedures ensure maintenance of effective controls over the operations of the division.	The college maintains its financial integrity and responsibly manages its resources.	3000
OFFICE TECHNOLOGY	Review and update program/curriculum to reflect current standards/practices in the workplace locally, nationally, and/or globally.	Promote Office Technology to increase student enrollment.	Strengthen industry partnerships.	Number of course guides for the department.	Number of institutional outreach activities supported each year.	Number of students who have completed the technical and/or program requirements and are given the opportunity to participate in Internship, Job Shadowing, Practicum, and/or Cooperative Education/Work Learn.	Review and update 100% of the course guides that are over five (5) years old or as needed, with input from the Advisory Committee.	The number of students enrolled in the Business program will increase by 5%.	At least 70% of the participants will indicate that their respective course/program requirements prepared them for the work force experience and/or may lead to employment with the respective company/organization.	7510
PLANNING & DEVELOPMENT	To develop plans aligned to GCC's mission.	To monitor plans so that activities align with stated goals and objectives.	To develop reports that accurately reflect activities during the budget period.	Develop annual budget to ensure linkage to departments and institution's ISMP	Realize stated goals	Reports (BOT, CAR, and BSR) are submitted within required timeframe.	Assure continued receipt of local and Federal funds	Assure continued level of Federal or local funds	Recognize GCC as provider of quality educational and job training	1060
PRACTICAL NURSING	Provide learning experiences for students that lead to employment or continued higher education in the Nursing field.	Ensure that curricula reflect current practice and information in the Practical Nurse field.	Ensure that instructors are academically prepared and possess current knowledge and skills in content area.	90% of graduates will be employed in the nursing field	80% or greater will pass the NCLEX exam	Utilize funding through grants to upgrade instructors to Master's prepared nurses	Students employed as LPNs will indicate that they were well-prepared	Curricula will be updated every two to four years or as needed according to the American Nurses Association standards	Faculty will receive information on professional development and support resources available to gain awareness of current resources in their field	6730

Department	Goal 1	Goal 2	Goal 3	Performance Indicator 1	Performance Indicator 2	Performance Indicator 3	Proposed Outcome 1	Proposed Outcome 2	Proposed Outcome 3	Department Number
SCIENCE	To continue to support the logistical and instructional needs of faculty both in the classroom and lab to fulfill the coverage of SLO's for each course.	Incorporate with other departments of the college to offer more science courses to meeting the respective program requirements.	All full-time faculty will attend or participate in at least one professional development activity either on island or off-island.	Conduct assessment of two SLOs that shows criteria of the selected SLO are met.	Course guides for new science courses will be created and existing courses will be revised to meet the requirements of various programs of the college.	All full-time faculty will attend or participate in at least one professional development activity either on island or off-island.	Each of the course SLOs showing at least a 70% success rate.	At least 1 new course guides will be recreated and 90% of the existing course guides are updated.	Faculty will conduct workshops within or outside the department to present their learning from participated professional development activities	7120
SIGN LANGUAGE & INTERPRETER TRAINING (Same as ECE & Education programs)	Recruit Students From Secondary Program into Postsecondary	Provide Quality Education	Provide Exploratory Provide Exploratory Experiences For Those Interested In Education As A Career Choice	Number of new students enrolled.	Number of faculty attending professional development opportunities	Number of experiences provided to students	Increase enrollment by 2%.	All faculty members attend at least one professional development opportunity.	At least one experience in 50% of the courses.	6230
SOCIAL SCIENCE	Provide general education curricula for all college students	Ensure that curricula reflect current practice and information.	Provide diverse learning experiences for all students.	60% of graduates will be employed or attending an institution of higher learning.	Course will be identified every 3 to 5 years for currency and revision.	Students will be surveyed to ensure appropriate course offerings.	Students employed or enrolled in an institution of higher learning.	Students received a variety of course offerings.	Course curricula reviewed for currency every 3 to 5 years.	6420
STUDENT FINANCIAL AID	Review and update of the existing Financial Aid Policy and Procedures manual to ensure consistent and fair treatment of students.	Provide timely and consistent information to students about financial aid rules, regulations and processes.	Ensure student access to education by maintaining access to federal aid funds from the Title IV Programs.	A complete, basic overarching Policies and procedures Manual will be completed by August 2013.	Students will understand what is expected for them to retain their financial aid and the work study program will be run efficiently and in a way that benefits the students	Funding for all three Title IV grant programs will be maintained.	Satisfied students are retained and the school receives the tuition funds.	Information will help students understand what is expected of them to retain their financial aid.	The college will receive funding authorizations each year for all three Title IV programs in which it participates.	3060

Department	Goal 1	Goal 2	Goal 3	Performance Indicator 1	Performance Indicator 2	Performance Indicator 3	Proposed Outcome 1	Proposed Outcome 2	Proposed Outcome 3	Department Number
STUDENT SUPPORT SERVICES	To provide efficiency of the primary support services functions at the college: security, identification, parking, student discipline, emergency response, and room reservations. These activities are performed for students, visitors, faculty and staff.	To provide quality and timely responses and requests regarding: ids, parking decals, room reservations, discipline referrals, safety and emergency issues, information requests, and campus security.	To provide training opportunities for student support staff to enhance job performance.	The number of ids and parking decals processed within a reasonable time period. The responses to student discipline referrals within reasonable time (5 working days). The number of responses to room reservation requests processed within a reasonable timeline, within 3	The processing time of ids and parking decals within a reasonable time, 1.5 hour, the processing of discipline referrals within 5 working days, the processing of room reservations within 3 working days.	Number of training sessions attended and the number of staff participating in training.	95% of all primary functions of student support services will be achieved.	90% of ids, parking decals, discipline referrals; safety issues, room reservation requests, miscellaneous requests and inquiries will be documented within 5 working days.	90% of staff will participate in training identified for job performance enhancement.	7210
SUPERVISION & MANAGEMENT	Equip classrooms and labs with state-of-the-art technology.	Protect assets in classrooms/labs.	Incorporate up-to-date software in the delivery of instruction in all postsecondary courses.	Faculty will deliver instruction utilizing current data and information.	Postsecondary classrooms will have securable storage units.	Procure automated test banks, electronic presentation software, and other technology-driven instructional material for all instructors	Postsecondary classrooms will have current resources available for instruction.	Assets will be secure and available for use by students for a sustainable period of time.	Students will be recipients of relevant data and updated information for use in research, projects, and assignments.	6990
TOURISM & HOSPITALITY	Provide learning experiences for students that lead to their employment or their continued education.	To provide equipment and maintenance of the equipment in labs to provide students with best opportunity to complete the student learning outcomes successfully.	To provide faculty with the support they need to achieve student learning outcomes.	Students' successful participation in work experience and practicum exercises.	Students achieve stated goals in classroom competencies.	Students achieve stated goals in classroom competencies.	Students completing LMP & ProStart programs will signify interest to continue their study in the relevant post secondary program	Down time of equipment will have a minimal effect of students' ability to use labs.	Goals established will be met by faculty with respect to numbers of students achieving established norms and learning outcomes as stated in the departments' assessment (TracDat)	6810
VISUAL COMMUNICATIONS	Equip secondary VisCom classrooms and labs with state-of-the-art technology.	Protect assets in secondary and postsecondary classrooms/labs.	Incorporate up-to-date software in the delivery of instruction in all secondary and postsecondary courses.	Secondary VisCom students will receive training on the operation of state-of-the-art graphic design systems.	All secondary and select postsecondary classrooms will have surveillance systems and securable storage cabinets.	Procure automated test banks, electronic presentation software, and other technology-driven instructional material for all instructors	The secondary VisCom classrooms and labs will have state-of-the art graphic systems installed.	Assets will be secure and available for use by students for a sustainable period of time.	Students will be recipients of relevant data and updated information for use in research, projects, and assignments.	6550

Department	Goal 1	Goal 2	Goal 3	Performance Indicator 1	Performance Indicator 2	Performance Indicator 3	Proposed Outcome 1	Proposed Outcome 2	Proposed Outcome 3	Department Number
VOCATIONAL GUIDANCE PROGRAM	To increase GDOE students' awareness and understanding of GCC's postsecondary programs and of the process of transitioning to postsecondary studies at GCC.	To coordinate with Guam DOE counselors to increase the numbers of students enrolled in GCC's secondary career technical education programs.	To ensure ongoing review and evaluation of counseling services, programs, and initiatives occur.	Survey assessing presentation participants' awareness of GCC's postsecondary programs, and of the process of transitioning to them.	Number of students continuing from first year to second year and the number of students continuing from second year to third year in GCC's career technical programs.	Regular reviews, discussions, and analysis of department strategic plan initiatives and assessment goals are conducted via department meetings, case staffing, and/or retreats.	60% of presentation attendees will report that as a result of their attendance at a presentation, that they "agree" or "strongly agree" that their awareness of GCC's postsecondary programs has increased, and that their understanding of the process of transitioning to postsecondary studies at GCC has	5% increase in the number of Guam DOE students transitioning in GCC"S career technical education programs from first year to second year and a 5% increase of Guam DOE students transitioning in GCC's career technical programs from second year to third year.	Revision of department strategic plan and improvement of department services will occur based on analysis of data from the regular reviews and discussions.	7615