Administrative Support Program Summaries

FGC Library   Blackboard Login   My FGC

Department/ Review Year	Prior Improvements	Future Outcomes	Planned Actions
Human Resources 2010	1. Provide employee Dental Insurance, Increase Life Insurance 2. Provide Retirement Seminars 3. Improved the timeliness to process new employees 4. Improved the payroll process 5. Addition of a part time employee improved procedures for maintenance of official records and tracking faculty credentialing as well as improved customer service and interdepartmental relationships	1.Full Banner Implementation 2.Faculty Credentialing /Tracking 3.Improved Participation Benefits Fair 4.Decrease time to in-process new employees	1. System implementation; comparison reports; System training 2. Develop system for tracking faculty credentialing. Track receipt of credentials. Scan credentials 3. Coordinate with benefit providers & college departments to provide health education/services Communication/advertisement of Health Fair to employees 4. Communication/ Coordination with applicable departments 5. HR staff will track time spent from hire to completion of processing
Bookstore 2011	1. Implemented an automated point of sale system 2. Developed a textbook database to automate the index file system 3. Developed and implemented procedures to comply with textbook affordability for students' legislation 4. Staff work closely with students, faculty and staff by participating in student activities, events, and providing opportunities for business students to gain hands on experience in a business setting	1. The current process to serve financial aid students could be improved to serve students more efficiently 2. The current point of sale system does not efficiently meet the needs of the expanding scope of services provided	1. Continue to address the concern relating to serving financial aid students more efficiently 2. Research point of sale systems to determine which system will meet the current needs of the bookstore as well as allow for future growth
Media & Community Information 2011	The department consists of: 1)Public Information Services 2)Community Cultural Services 3)Audio Visual ServicesThe service areas work together to provide technology support to academic programs, promote the college programs and activities, plan and provide annual entertainment series	1. The fast pace of changing technologies make it challenging to find effective ways to promote the college's programs, services and events 2. The launching of the college's new website	1. Continue to research and acquire the latest technologies 2. Provide training to employees to enable each department to maintain their own web presence
Purchasing 2011	1. Developed a procedure on competitive solicitation that reduced the number of solicitations. 2. Implemented Banner Purchasing System 3. Automated the ordering quote system 4. Implemented the Just in Time Purchasing Practice System to	1. Need an automated Contract Management System 2. The need for users to generate & approve purchase requisitions, check the status of requests	1. Explore the feasibility of acquiring contract management software 2. Provide employee training and support in the use of the Banner Purchasing System

	eliminate warehousing and product waste 5. Implemented the use of direct purchase of construction materials and supplies which avoided sales tax added to the cost of materials and supplies		
Collegewide Learning Lab 2011	1. There are 2 fulltime staff and 1 part time staff 2. The number of visits to the lab is steadily increasing The lab is open 55 hours each week. The CWLL provides test proctoring for all online students 3. The student tutoring area set up does not allow for efficient tutoring 4. The cost of SmartThinking.com is a big part of the budget	1. Students request additional evening or weekend hours. 2. Approximately 50% of the manager's time is spent proctoring tests for online students	1. Document the adjustments needed to the student tutoring are to determine ways to make it more functional 2. Develop a process to monitor the printing costs 3. Assess the value of SmartThinking 4. Determine the effectiveness of current tutoring staff schedule to determine adjustments that will allow the CWLL manager to perform administrative duties efficiently
Financial Aid 2012	1. Financial aid default rate decrease: Accepted FAFSA applications: only 3% were rejected at the CPS (Central Processing System) 2. Effectiveness of the financial aid workshops 3. Minimal audit findings: With any findings controls/procedures are put in place to correct them 4. Revamped SAP appeal process 5. Volume of students served during peak times: During the week of add/drop 2012, our office assisted approximately 1038 students **in** the Financial Aid Office on top of the hundreds of phone callsand emails	1. Review and update processes as necessary to keep compliant with new Title IV Program Integrity rules 2. Improving communication to our students 3. Develop a financial literacy program to assist students with managing a budget, school and life management, repayment of your student loan, and managing your credit	1. To successfully use the college's ERP system (Banner) to manage compliance with new Title IV Program Integrity Rules 2. To better utilize the technology available to us in communicating vital information about their status. 3. The Financial Aid Office will provide financial literacy workshops on campus with the assistance of the Office of Student Financial Assistance (OSFA) Outreach representatives. Also plans for OSFA Outreach staff tospeak to Student Success classes. 4. FAO will incorporate on-line links through Mapping Your Future and NyFF (Navigating Your Financial Future) to accomplish this goal
Admissions 2012	1. Director of Admission Services position was evaluated and duties expanded to create the Director of Enrollment Management 2. A full time college recruiter position was added 3. Increased community outreach activities 4. Improved collaboration with the public information office 5. Implemented amendments to the admission application and processes and improved communications with students	1. Faculty/Staff :Increased responsibilities due to Title IV Integrity Compliance, and rules/regulations pertaining to college admission – open access and upper division 2. Review and evaluate the Admission Specialist II position 3. Marketing/Recruitment: 4. Need stronger collaboration with the Public Information Office	1. Implementation of College Web-Application for Admissions 2. Implementation of Banner Recruitment Module 3. College/Recruitment Video 4. Increased staffing/requirements 5. Students will demonstrate proficiency in the use of on-line admission application
Foundation 2012	1. Increased number of endowed funds to 112 2. Increased net assets to $11.5 million 3. Transitioned scholarship administration to financial aid to be more convenient for students, and provide more time for the Foundation to develop resources for College 4. Transitioned non-scholarship support to College fund two accounts to relieve Foundation of departmental budget	1. Increase number of endowed funds from 112 to 140 2. Continue developing a more sophisticated planned gifts program and be added to an additional 15 known individuals wills 3. Develop a professional donor and prospect management program 4. Increase net assets to $20 million	1. Phone calls 2. Personal visits 3. Letters 4. Attend community events 5. Utilize resource specialist more now that additional staff is hired 6. Consult peers to determine best system 7. Budget funds 8. Purchase system 9. Train staff 10. Convert existing records to new system

responsibility and to allow College to make budget decisions consistent with its mission
5. Purchased 20 acres adjacent to College campus to gift to College. This will increase the size of the existing campus by 20%
6. Conducted library and media center naming campaign to match Title 3 endowment match and create an endowed program enhancement fund and various scholarship funds to benefit College. Total fund will be $800,000 when complete in 2013
7. Received the largest gift in College and Foundation history, in excess of $700,000
8. For the fiscal year ending March 31, 2012 the Foundation provided a total of $997,543, $665,848 in scholarships and $331,725 in program enhancement, to benefit the College
9. Contributed $25,000 to the renovation of the new Charles W. Hall Student Center

11. Implement Use
12. Attend staff meetings
13. Coordinate efforts
14. Meet with administrators individually
15. Continue involvement of planned gifts board
16. Continue annual planned gifts mail outs
17. Include wills and bequest option on all giving forms
18. Include bequest option when discussing donor giving

Grants 2012

1. Secured a highly competitive Title III grant award
2. Secured the College's first major federal grant award ($1.9 million DOL Community Based Job Training Grant)
3. Secured a second $3.9 million DOL grant award
4. Secured grant funds from a variety of sources, including state, federal, corporate, and private funders
5. Create and disseminate tools for grant development through the College website
6. Require all grant program managers to build a relationship and interact directly with funding agencies
7. Secure grant development training and mentorship for interested faculty members
8. Hired a full-time grant manager on Fund 2 to monitor two large federal grant awards
9. Successfully managed the $1.9 million DOL Community Based Job Training Grant to closeout, remaining in good status with DOL and increasing the likelihood of future awards
10. Secured funding to hire a second full-time grant manager to monitor a new large federal grant award
11. Created a grant management manual and additional grant management support materials
12. Placed grant management support materials online at the College website for easy access

2012-13 Goals:
1. Implement new grant development policies and procedures that will provide some structure and support for the fundraising process for faculty and staff
2. Work with quarter-time Grant Manager to implement new grant management policies and procedures that will provide some structure and support for the grant program management process for faculty and staff
3. Work with IT and the quarter-time Grant Manager to make these new procedures and support resources easily accessible through the Florida Gateway College website

1. Strengthen institutional capacity for skilled and efficient grant management
a. Hire a collegewide Coordinator of Grant Management with institutional funds (Fund 1) to guide compliance and capacity building across programs
b. Engage high quality training experts to build grant management skills within the grant department and other related units
c. Work with related College units to refine efficient and effective grant management policies and procedures and integrate them throughout the development process
d. Institute mandatory training and orientation for program directors/principle investigators and related personnel upon each new grant award
2. Strengthen institutional capacity for targeted, effective external funding development.
a. Hire a full-time grant developer to expand departmental capacity to support program developers/directors and increase the number of quality, strategic grant awards
b. Structure the institutional strategic planning process to address annual funding priorities and align Foundation and Grant activities to support one another and maximize potential outcomes
c. Engage high quality training experts to build grant

			development skills within the grant department and other related units
Library 2012	1. Completion and opening of the new library and media center 2. The library is undergoing a conversion from the Dewey Decimal Classification to the Library of Congress Classification 3. The library has purchased a new digital microform scanner that will allow microforms and other archival film to be digitized 4. A significant weeding project occurred before the move to the new library to improve the relevance and age of the library collection 5. Library is working with nursing faculty to create a new collection to support BSN program 6. New online databases have been added to the collection in support of different student areas; these include Naxos Music, Artstor, Turfgrass Information File, OVID, and Rittenhouse R2	1. All students will be required to complete the online orientation, and will have better information literacy skills 2. Modernize and streamline the collection for students to locate materials; will streamline process to merge CCLA and FCLA to FLVC, and allow all to use the same discovery tool and Information Management System 3. Will allow easier access to historic documents, and will help preserve collections, as film deteriorates over time. 4. Increase in library traffic and attendance of functions and events 5. Increase use of library resources; better use by students for research	1. Improve online library orientation for more streamlined service 2. Convert Library Collection from Dewey Decimal to Library of Congress Classification 3. Digitize our microfilm collection of newspapers 4. Create instant training tutorials about library catalog and databases for student use
Disability Services 2013	1. New facilities providing private study rooms and workspaces and more space for overall services 2. Student Records have been digitized to maximize confidentiality 3. New technology- iPads, iPods, Live Scribe Pens 4. Created an in house database to manage, provide, and track student services 5. Student use of disability services has increased 6. Developed a mentoring program	1. Hire additional staff 2. Increase departmental space 3. Provide online training for faculty and staff 4. Provide two workshops each academic year	1. Request position in budget 2. Request moving to a space large enough to increase private study rooms 3. Create video and post-test to be required viewing for all staff and faculty 4. Prepare workshop to update/instruct faculty/staff 5. Prepare workshop to update service area high schools
Registrar's Office 2013	1. Converted to new Information management system, Banner, including student self service access 2. Implemented a process to monitor and track efficiency of office processes 3. Implemented Acalog online catalog 4. Provided information for online New Student Orientation 5. FERPA information has been included in the Faculty Handbook 6. Developed a Banner Users' Manual 7. Developed a system to track and document processes 8. Developed a staff cross training program 9. Added a Registrar Specialist position	1. Have at least two staff members trained in the duties of the Veterans Certifying Official 2. Determine if it starts taking more than 2-4 weeks to evaluate transcripts 3. Monitor impact of Bachelor degrees on overall workload in Registrar's Office and transcript evaluation process 4. Determine the viability of converting to a scanning system that replaces current hard copy files	1. Veterans Certifying Official will train another staff member in all duties associated with the position. 2. Step-by-Step guide for processes handled by the Veterans Certifying Official will be developed 3. Monitor list of files needing transcript evaluation, including date received and date evaluated 4. Ask primary transcript evaluator to notify me if the time to evaluate transcripts exceeds 4 weeks. 5. Monitor list of bachelor files being evaluated to determine if there is a significant increase 6. Monitor increase of workload of various processes due to bachelor degree programs 7. Coordinate with Director of Enrollment Management regarding conversion to paperless student records 8. Research options for scanning systems, including

			polling other schools with a scanning system and collecting information at annual Florida Higher Education Summit 9. Develop a plan for accomplishing the conversion of existing files while scanning new documents 10. Purchase necessary scanning equipment for offices processing admissions and registration documents 11. Train staff in scanning, indexing, and retrieving documents
Student Activities 2013	1. We successfully increased student participation by at least 5% 2. We have offered at least 1 activity per semester in social, intellectual, cultural, and physical wellness activities. 3. Moving into the new facility enabled us to expand the amount of equipment for student use and recreational offerings 4. Having our own dedicated facility increased awareness of our presence on campus 5. We have increased technology with security cameras 6. We purposefully used less technology in the form of computers in order to promote personal interaction among the students	1. Upgrade wellness center 2. Increase cultural awareness activities 3. Reach more distance learning students 4. Offer volunteerism/service learning resources	1. Purchase new equipment 2. Offer more cultural activities 3. Expand main campus activities to satellite campuses 4. Be liaison for students looking for volunteer opportunities
Business Services 2013	1. Implemented the college's new data management system – Banner to an effective degree 2. Implemented an effective reconciliation and review program verifying financial data and enhancing internal controls 3. Implemented a switchboard operator relief program so that full time operator has relief for breaks 4. Implemented a new in house training and cross training program to enhance staff to cover essential functions 5. Have accomplished higher workloads reflected by more grants and programs with no more grant or program staff 6. Implemented a policy of fast turnarounds to meet the needs of College staff and students	1. Implement an employee cross-training program 2. Teach college personnel the proper process for completing travel requests and reimbursements 3. Provide timely and accurate information to Faculty, Staff, and the Administration in order to enhance their functions	1. Provide prompt cashiering services 2. Refund and student worker checks issued timely 3. Respond to requests for information in a timely manner 4. To continue to provide timely and accurate information to Institutional Planning and Assessment for the execution of their duties. 5. To continue to provide timely and accurate information to the Board of Trustees, and the community, in order to assist in the execution of the Board's duties and to involve and inform the public 6. Work with community members to assess their needs 7. Utilize the College's financial resources to maximize our impact on customers using the resources expended
Advising Services 2014	1. Half-time front desk position filled 2. New Student Advising/Registration sessions for first-time-in-college (FTIC) students 3. Share new information with program/faculty advisors across campus 4. Educational plans, together with individualized degree tracks help students	1. Develop advising assessment tool 2. Increase # of students who collaboratively complete an educational plan with advisor 3. Increase career center activities and their promotion 4. Increase academic support services to minority males	1. Have students complete advising assessment 2. Inform students at NSO, send e-mail reminders during first semester 3. Promote and offer appointments for CHOICES, resume writing, and interview preparation 4. Provide mentors, early alert, and intrusive advising to students

	5. Increased advising by telephone and e-mail, in response to student needs 6. Increased advising responsibilities in response to state initiatives (SB 1720, for example) 7. Increased recruitment and retention of minority males 8. Director of Advising and Project Excel advisor serve on Title III committee 9. Director of Advising Services chairs Scholarship Advisory Committee; 4 FGC students have been awarded prestigious Coca-Cola Scholarships and 9 students have been named to the All-Florida Academic Teams 10. Career services advisor received PH.D		
Off Campus Centers 2014	1. Offer extended hours to accommodate working students that need access to high speed internet for collaborate format DL classes 2. Daily use of computers by students and public. Logs between the two facilities indicate on average 8-10 individuals utilizing the new technology per day	1. Offer more traditional format classes 2. Offer computerized GED testing 3. Improve facility at Dixie County by purchasing new furniture, painting inside, and landscaping 4. Train Staff on advising, registration, and admissions changes 5. Train full-time staff on Banner changes. 6. Ensure community involvement in Dixie County Chamber of Commerce	1. Work with department coordinators to offer classes 2. Set up computerized GED testing area 3. Request funds for improvements in facilities 4. Provide training opportunities to staff on college procedures and student services 5. Activate membership and participation in the Dixie County Chamber of Commerce

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