

<b>York Technical College 2009-10 Institutional Effectiveness Plan</b>
College Unit/Department: Professional Development Council
Members:
Unit Leader/Manager: Edwina Roseboro-Barnes
Unit/Department Mission: In support of the York Technical College mission to contribute to the economic growth and development of York, Lancaster and Chester counties and of the State and to respond to the technical education and public service needs of the community through excellence in teaching, the Professional Development Program provides a systematic approach to training and development for faculty and staff which will promote excellence in instructional programs resulting in student engagement, active and collaborative learning, retention, career placement and student success as well as compliance with accreditation standards.
<b>Determine Goals by October 15</b>
<b>GOAL 1: To develop comprehensive professional development course offerings to provide teaching and learning tools, techniques and resources for faculty and staff to implement based on the five (5) benchmarks outlined in the CCCSE initiative.</b>
How will attainment of this goal improve student success? Equipping faculty and staff with innovative and practical tools and resources will enhance student engagement and improve active and collaborative learning which will result in students successfully reaching academic goals and outcomes. Faculty and staff will be better prepared to address the needs of students as a partner in helping them establish and attain goals.
How will this goal be measured? The goal will be measured through attendance at the “Benchmark Friday” sessions offered and the successful implementation and integration of tools and techniques in the classroom and direct service areas of the College. <i>Surveys will be conducted to determine the number of faculty and staff that have successfully implemented a strategy/technique presented at a Benchmark event.</i>
<b>GOAL 2: To encourage and support opportunities for training opportunities for process improvement of internal processes and procedures to ensure operational functions and instructional programs are effective and efficient as we promote student success.</b>
How will attainment of this goal improve student success? Encouraging and supporting faculty and staff to utilize critical thinking skills to evaluate opportunities for process improvement and the implementation of “best practices” in academic and administrative areas of the College <i>will promote more timely service to students and to our colleagues who serve students and will remove roadblocks to student success.</i>

How will this goal be measured? Successful completion of the reView training program and implementation of changes, and enhancements or modification of academic programs, administrative processes, improved internal and external customer service and satisfaction, and development of critical thinking and problem resolution skills for faculty and staff as well as students.
<b>Report Outcome by July 30</b>
<b>GOAL 1 – What was outcome? What was impact of outcome?</b>
<b>GOAL 2 – What was outcome? What was impact of outcome?</b>

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