INTRODUCTION

The Statement of Mission addresses teaching and learning through its focus on the intellectual, spiritual, social, and physical development of students. To carry out its mission, the University of Pikeville has adopted institutional goals that encompass quality of education; excellence in teaching and learning; ethics and social responsibility; nurturing learning environments; adequate faculty, facilities, and technology; and community service and leadership.

The purpose of ongoing institutional planning and evaluation at the University of Pikeville is to improve the University's ability to fulfill its institutional goals (and thus its mission) through the achievement of unit objectives via key performance indicators (KPIs) which are in response to the institution’s lead objectives. These objectives assist in the development of budgeting priorities and human resources recommendations for the current fiscal year. The University’s ability to demonstrate continuous improvement in institutional quality is shown in the Strategic Plan Annual Report. This is a compilation of all units’ subsequent evaluations of the completion of that year’s objectives and KPIs.

STATEMENT OF MISSION

Commitment to Christian Tradition
The University of Pikeville is an independent institution affiliated with the Presbyterian Church (USA). Founded by Presbyterians in 1889, the University stands as an opportunity for quality higher education in the heart of Appalachia. Maintaining its commitment to Christian principles, the institution recognizes the infinite worth of each person, respecting and accepting a variety of religious expressions.

Commitment to Students
While the institution remains primarily committed to serving students from Appalachia, it encourages and welcomes students from all regions and cultural backgrounds. The University of Pikeville provides an opportunity for students to receive a quality education that focuses on the development of the whole person, including the intellectual, spiritual, social, and physical dimensions.

Commitment to Education
The University of Pikeville offers associate, baccalaureate, and graduate degree programs that prepare students for a variety of professions or careers. The undergraduate curriculum rests on a broad liberal arts foundation, emphasizing communicative and quantitative skills; independent thinking; tolerance of diverse points of view; cultural, historical, and ethical awareness; and preparation for leadership, civic responsibility, and lifelong learning. The Kentucky College of Osteopathic Medicine (KYCOM) provides graduate students with an osteopathic medical education that emphasizes primary care, encourages research, promotes lifelong scholarly activity, and produces graduates who are committed to serving the health care needs of communities in eastern Kentucky and other Appalachian regions.

Commitment to Community and Region
The University of Pikeville is committed to enhancing the educational, cultural, and economic opportunities for Appalachia through quality academic and continuing education programs as well as involvement in community service and humanitarian efforts.
INSTITUTIONAL GOALS

The University has set the following ten general goals for carrying out its mission:

1. To maintain a sense of community which stresses ethical and moral values, fosters an appreciation for diversity, and provides an atmosphere that accepts and respects a variety of backgrounds and modes of religious expression within a Christian context.

2. To offer each undergraduate student the opportunity to receive a liberal arts education, emphasizing the value of intellectual development through the promotion of independent and creative thinking as well as the development of basic communication and problem-solving skills.

3. To assist each student in acquiring competence in a chosen professional or career-oriented field based on a broad liberal arts foundation which encourages lifelong learning.

4. To enhance each student’s sense of self-worth, self-discipline, and personal integrity while developing social responsibility and leadership potential through a comprehensive co-curricular program.

5. To provide each medical student the personal and professional skills necessary to improve health care services in the Appalachian region.

6. To maintain a community of high-quality faculty, staff, administrators, and trustees who are dedicated to meeting the individual needs of students and who promote a caring and supportive environment conducive to learning.

7. To provide necessary resources for a quality education through instructional materials, information technology, library and physical facilities.

8. To promote the growth and development of the community at large by encouraging faculty, staff, students, and alumni to serve the community and by encouraging members of the community to serve the institution.

9. To maintain efficient and effective administrative services for institutional and educational support programs.

10. To secure support from private, state, and federal sources to strengthen the institution’s viability through sound fiscal policy.

STRATEGIC PLANS BY DIVISION

Each unit within the divisions of the institution developed measurable outcomes with Key Performance Indicators (KPI) that incorporated fiscal and facilities planning. These outcomes were extended to three years: 2012-2013, 2013-2014, and 2014-2015.
1. Maintain the undergraduate fulltime student enrollment at about 1,200.
KPI: Continue to improve relations with the area school district administrators and guidance counselors. Increase high school visits from 15 to 23.
KPI: Visit all area high schools in our nine county service area and talk to students during the 2012-2013 school year.
KPI: Maintain a high level of visits to the University of Pikeville Campus by high school students during the 2012-2013 school year.
KPI: Continue to build good relations with selected high schools in other areas of Kentucky, especially Louisville area throughout 2012-2013
KPI: Continue to monitor the Athletic program to ensure continued enrollment from outside our service area and insure that net revenue is adequate to absorb the athletic program budget and still contribute significant revenue to the operation of the rest of the University.

2. Expand the Master’s level graduate program. Increase enrollment from 38 in the fall of 2012 to 50 in the fall of 2013.
KPI: Support and encourage the improvement of the MBA program.
KPI: Begin other master’s programs such as Education and Sports Management.

3. Improve retention with a goal of reducing the drop in fulltime undergraduate enrollment in the spring of 2013 to less than 10%. The drop in fulltime undergraduate enrollment from the fall of 2011 to the spring of 2012 was 11.2%
KPI: Provide adequate tutoring
KPI: Insure that the students know that tutoring is available and encourage them to utilize the tutoring service.
KPI: Insure that the voluntary mentoring program is working satisfactorily.

4. Increase enrollment in the Upper Division of the University from 401 in the fall of 2012 to 450 in the fall of 2013.
KPI: Increase transfers from other colleges. Increase contact with students who applied to the University of Pikeville in past years but did not attend.
KPI: Increase the enrolment of Associate Degree holders from the area Community and Technical Colleges
KPI: Visit the KCTCS campuses to meet with prospective students.
KPI: Continue to explain the advantages of the newly established Kentucky Coal County College Continuation Scholarship program to KCTCS students and others to increase enrollment in the upper division on the Pikeville campus and at the extension campuses.

5. Maintain expenses in line with budget and income. Increase budgeted operating margin from $587,000 in fiscal 2012-13 to $1,000,000 in fiscal 2013-14
KPI: Continue to require presidential approval of the filling of all vacancies.
KPI: Restrict discretionary expenditures if revenues are below projections
KPI: Raise scholarship funds from private donors.

6. Increase fundraising efforts. Increase giving (cash and pledges) from $534,931 in fiscal 2011-12 to $1,895,000 in fiscal 2012-13.
KPI: Work with Vice President for Advancement Eric Becher to develop a list of potential donors both short term and long term.
KPI: Utilize the President’s house which is nearing completion of a major rebuilding program to host small groups of potential donors and board members who can help develop a donor base.
KPI: Travel to selected cities within Kentucky and outside Kentucky to cultivate major potential donors.

7. Work with our Legislative Delegation to make the Kentucky Coal County College Continuation Scholarship program permanent through legislation.
KPI: Meet with legislative leaders to develop a permanent program.
KPI: Meet with County officials in the coal producing counties to explain the program and develop support.
KPI: Meet with other college providers serving the coal producing counties of Kentucky to explain the program and develop support.
KPI: Meet with individual legislators before and during the 2013 legislative session to explain the program and develop support.

8. Monitor the University’s reaccreditation efforts which are almost complete waiting on SACS action in December.
KPI: Continue to communicate with the University’s point man (Dean Tom Hess) for this effort.
KPI: Stay current on communication with SACS about this subject.

9. Continue to expand dual credit programs with area high schools. Increase participating high schools from 8 in fiscal year 2011-12 to 12 in fiscal year 2012-13.
KPI: Work with Dean Hess identify qualified teachers.
KPI: Visit with area high schools principals and counselors.

Public Relations/Marketing

2012-2013

1. Enhance the image and mission of the University of Pikeville and the Kentucky College of Osteopathic Medicine through a focused and strategic public relations effort, “sharing our story” with prospective and current students, donors, alumni and friends, the campus community and constituents across the region, state and nation.
KPI: Continue to build the brand as the “Leading University of Central Appalachia” through strategic marketing and communications, presenting a clear and consistent message that is in keeping with the institution’s vision and mission.
KPI: Continue to develop and integrate social media within the traditional marketing plans, including the University’s Web site, Facebook, twitter, journals/blogs, video- and photo-sharing sites such as YouTube and flickr and iHigh.

KPI: Work with PikeTV to develop programming that features the College of Arts and Sciences and the College of Osteopathic Medicine.

KPI: Promote the growth and expansion of KYCOM and the Coal Building through press releases, special features and media opportunities.

KPI: Promote new academic programs and extension campuses at the University of Pikeville.

KPI: Develop new television and radio commercials targeting the primary and secondary admissions recruiting areas. Coverage of these areas can be accomplished by advertising on major television stations in the region – WYMT-TV, WSAZ and WPRG – which encompasses both cable and satellite viewers. Note: WYMT serves 22+ counties and 440+ communities throughout Tennessee, West va., and Virginia. WSAZ serves 61 counties that cover central West Virginia, eastern Kentucky and southeastern Ohio.

KPI: Work with the Office of Institutional Research and Effectiveness and other campus offices to conduct research to support integrated marketing efforts.

KPI: Continue to produce cost-effective and quality publications in keeping with the University’s marketing strategies and visual identity guidelines.

2013-2014

1. Enhance the image and mission of the University of Pikeville and the Kentucky College of Osteopathic Medicine through a focused and strategic public relations effort, “sharing our story” with prospective and current students, donors, alumni and friends, the campus community and constituents across the region, state and nation.

KPI: Continue to build the brand as the “Leading University of Central Appalachia” through strategic marketing and communications, presenting a clear and consistent message that is in keeping with the institution’s vision and mission.

KPI: Plan inaugural ceremony for President-Elect James Hurley.

KPI: Establish a licensing program in conjunction with the university’s branding and trademark.

KPI: Continue to develop and integrate social media within the traditional marketing plans, including the University’s Web site, Facebook, twitter, journals/blogs, video- and photo-sharing sites such as YouTube and flickr and iHigh.

KPI: Work with PikeTV to develop programming that features the College of Arts and Sciences and the College of Osteopathic Medicine and invest in material upgrades to enhance university’s physical stage presence at PikeTV.

KPI: Promote new undergraduate and graduate programs and extension campuses.

KPI: Develop marketing plan to optimize two-year WYMT-TV commitment.

KPI: Work with the Office of Institutional Research and Effectiveness and Admissions to conduct research to support integrated marketing efforts.

KPI: Continue to produce cost-effective and quality publications in print and develop online publications in keeping with the university’s marketing strategies and visual identity guidelines.

2014-2015
1. Enhance the image and mission of the University of Pikeville and the Kentucky College of Osteopathic Medicine through a focused and strategic public relations effort, “sharing our story” with prospective and current students, donors, alumni and friends, the campus community and constituents across the region, state and nation.

KPI: Continue to build the brand as the “Leading University of Central Appalachia” through strategic marketing and communications, presenting a clear and consistent message that is in keeping with the institution’s vision and mission.

KPI: Develop a plan for the university’s 125th anniversary celebration.

KPI: Develop and design secondary logos for the university.

KPI: Integrate social media within the traditional marketing plan, including the University’s Web site, Facebook, twitter, journals/blogs, video- and photo-sharing sites such as YouTube and flickr and iHigh.

KPI: Continue to promote undergraduate and graduate programs and extension campuses.

KPI: Optimize marketing second year of WYMT-TV commitment.

KPI: Continue to produce cost-effective and quality publications in print and develop online publications in keeping with the university’s marketing strategies and visual identity guidelines.

Website

2012-2013

1. Advance the image and mission of the University of Pikeville and the Kentucky College of Osteopathic Medicine through the UPIKE Web site, with a primary focus on prospective students, fundraising and public relations, addressing the needs of internal and external audiences, and enhancing the site’s content and creative and navigational capabilities.

KPI: Advance mobile web capabilities.

KPI: Implement advertising on Facebook and Pandora as budget allows.

KPI: Continue content management training.

KPI: Maintain or update key areas, including Admissions, PCSOM, Student Life and faculty and academic program pages.

KPI: Update athletics site, adding new components if applicable.

KPI: Collect analytical data on Web site usage to determine effectiveness.

KPI: Incorporate social media within the Web site, including video and photos, Facebook, Twitter, Flickr and iHigh.

KPI: Maintain virtual tour site.

KPI: Update content of secondary pages.

KPI: Maintain and update recruitment pages/features that will focus exclusively on the needs of prospective and transfer students. Measure effectiveness by tracking monthly usage and obtaining feedback.

2013-2014

1. Advance the image and mission of the University of Pikeville and the Kentucky College of Osteopathic Medicine through the UPIKE Web site, with a primary focus on prospective
students, fundraising and public relations, addressing the needs of internal and external audiences, and enhancing the site’s content and creative and navigational capabilities.

KPI: Advance mobile web capabilities.
KPI: Develop iOS and Android applications.
KPI: Develop mobile platform for PikeTV.
KPI: Continue content management training.
KPI: Maintain or update key areas, including Admissions, KYCOM, Student Life and faculty and academic program pages.
KPI: Update athletics site, adding new components if applicable.
KPI: Collect analytical data on Web site usage to determine effectiveness.
KPI: Update virtual tour site.
KPI: Update content of secondary pages.
KPI: Maintain and update recruitment pages/features that will focus exclusively on the needs of prospective and transfer students and extension campuses. Measure effectiveness by tracking monthly usage and obtaining feedback.

2014-2015

1. Advance the image and mission of the University of Pikeville and the Kentucky College of Osteopathic Medicine through the UPIKE Web site, with a primary focus on prospective students, fundraising and public relations, addressing the needs of internal and external audiences, and enhancing the site’s content and creative and navigational capabilities.
KPI: Planning and implementation of new structure and delivery (redesign and increased functionality) for both websites centered around mobile computing and preparing UPIKE communications for the post-personal computer era.

Human Resources

2012-2013

1. Begin implementation of many provisions of the Patient Protection and Affordability Act.

2. Facilitate the use of technology and continuous improvements methods to streamline college programs and services. Ensure compliance with state and federal personnel laws.
KPI: Increase use of Ellucian with knowledge acquired from Ellucian usage audit – increase reporting knowledge - December 2012

3. Institute and monitor changes in university payroll schedule procedure in an efficient and cost effective manner.
KPI: Facilitate the change from a bi-monthly pay schedule with 24 pay periods per year to a bi-weekly pay schedule with 26 pay periods per year – April 2013
KPI: Transition University 37.5 hours per week personnel to 40 hours per week. This will create a 40 hour standardized work week – April 2013.
KPI : Implement control structure/policies to protect the integrity of the payroll process - ongoing.

4. Maintain comprehensive and responsive Human Resources programs/services that promote the health and welfare of the university community.
KPI : Establish family/work-life policies that are comparable to the programs offered at other institutions – May 2013.
KPI : Implement process of increasing the number of employees with 403-B accounts through contact and education - ongoing
KPI : Examine and increase employees’ awareness of benefits UPIKE offers - ongoing

5. Ensure compliance with university and legal policies and procedures.
KPI : Monitor, file, and maintain any/all compliance issues - ongoing
KPI : Implement and monitor employee classification process - ongoing.

6. Institute professional development methods for Human Resources staff in order to gain/recertify all necessary certifications.

2013-2014

1. Continue implementation of many provisions of the Patient Protection and Affordability Act.
KPI : Additional Medicare tax – 0.9 % add-on for both employee and employer – employees over $250,000.
KPI : Determine whether to offer health care coverage or opt-out to exchange – access costs of each option. November - December 2013

2. Ensure consistent and effective application of faculty and staff performance evaluation processes.
KPI : Institute a Succession Planning/Mentoring Program to provide upward mobility and career opportunity advancement based on merit and job performance. February 2014

3. Facilitate the use of technology and continuous improvement methods to streamline college programs and services.
KPI : Develop an online Training and Development Program – April 2014.
KPI : Develop a streamlined New Employee Onboarding Program – April 2014.

4. Maintain comprehensive and responsive Human Resources programs/services that promote the health and welfare of the university community.
KPI : Implement process of increasing the number of employees with 403-B accounts through contact and education - ongoing.
KPI : Examine and increase employees’ awareness of benefits UPIKE offers - ongoing.

5. Ensure compliance with university and legal policies and procedures.
KPI : Monitor, file, and maintain any/all compliance issues - ongoing
KPI: Implement and monitor employee classification process - ongoing.

6. Institute professional development methods for Human Resources staff in order to gain/recertify all necessary certifications.

2014-2015

1. Facilitate the use of technology and continuous improvement methods to streamline college programs and services.
KPI: Develop a Manager/Supervisor Toolkit to establish and maintain open communication with all levels of employees in order to ensure that staff feels comfortable discussing and resolving work-related issues informally whenever possible. December 2014
KPI: Implement an Online Application and Tracking Process to attract and retain qualified and motivated employees in an efficient and cost effective manner. August 2012.

2. Evaluate the operational perspective of Human Resources.
KPI: Begin measurement of the effectiveness and efficiency in running HR processes (e.g., time taken to fill vacancies, cost per recruitment, absenteeism by job category, average employee tenure in the company, average Number of Interviews from Submitted applications/ CVs, average open time of job positions) . June 2015
KPI: Gauge employee satisfaction (e.g., attitude about compensation and benefits, attitude about coworkers, attitude about supervisors / managers, attitude about work tasks). March 2014

Intercollegiate Athletics

2012-2013

1. Promote the education and leadership development of students through intercollegiate athletic participation.
KPI: Retain NAIA Champions of Character status in 2012-2013.
KPI: Retain 75% of student athletes for the 2012-2013 academic year.
KPI: Begin Drug Testing Program in Summer 2013
KPI: Begin agreement with Elk Run as the home course of our golf teams
KPI: Begin Construction on Improved Soccer/Lacrosse Fieldhouse in 2013
KPI: Complete UPIKE/SMA Licensing Agreement in 2013
KPI: Continue Drug/Alcohol/Sexual Abuse Seminars in 2012-2013
KPI: Begin Appalachian Center for Sport Leadership in 2013
KPI: Win at least 2 conference championships
KPI: Win at least one national championship

2. Promote the academic success of University of Pikeville student athletes.
KPI: The athletic APR will be at 800 or higher for 90% of the athletic teams.
KPI: Have at least four Academic All-Americans in 2012-2013.
KPI: Have at least two Academic All Conference players per team in 2012-2013.
KPI: New Scoreboards are functional for softball in January 2013
KPI: Appalachian Center for Sport Leadership enrolls first students in May 2012
KPI: Seminars for Student-Athletes continue in March 2013.
KPI: Win at least two conference championships
KPI: Win at least one national championship

2013-2014

1. Promote the education and leadership development of students through intercollegiate athletic participation.
   KPI: Retain NAIA Champions of Character status in 2013-2014.
   KPI: Retain 75% of student athletes for the 2013-2014 academic year.
   KPI: Begin refurbishment of Gym (exterior skin and paint) and indoor lighting and flooring
   KPI: New soccer/lacrosse Fieldhouse completed in January 2014
   KPI: Graduate 1st undergraduate from the emphasis in Sport Management
   KPI: Graduate 1st class from the Appalachian Center for Sport Leadership (Graduate Degree)
   KPI: Win at least three conference championships
   KPI: Win at least one national championship
   KPI: Finish in the top three of the Commissioner’s Cup

2. Promote the academic success of University of Pikeville student athletes.
   KPI: The athletic APR will be at 800 or higher for 90% of the athletic teams.
   KPI: Have at least six Academic All-Americans in 2013-2014.
   KPI: Have at least six Academic All Conference players per team in 2013-2014.
   KPI: Finish in the top three of Conference overall GPAs

2014-2015

1. Promote the education and leadership development of students through intercollegiate athletic participation.
   KPI: Retain 75% of student athletes for the 2014-2015 academic year.
   KPI: Complete Gym refurbishment in Spring of 2014
   KPI: Win at least three conference championships
   KPI: Win at least one national championship
   KPI: Finish in the top three of the Commissioner’s Cup

2. Promote the academic success of University of Pikeville student athletes.
   KPI: The athletic APR will be at 800 or higher for 90% of the athletic teams.
   KPI: Have at least eight Academic All-Americans in 2014-2015.
   KPI: Have at least eight Academic All Conference players per team in 2014-2015.
   KPI: Finish with the top Conference overall GPA
1. Provide leadership for institutional planning.
KPI: Assist all unit coordinators to develop measurable objectives with key performance indicators for three year cycle beginning 2012-2013, and in the analysis and use of assessment results from 2011-2012 to improve programs. Give more care to ensure that all of the individual educational program annual reports and the unit-level strategic plan annual reports incorporate “improvement” benchmark results.
KPI: Work closely with the President, Vice President for Academic Affairs, and the Vice President for Health Affairs, as well as other vice presidents and program directors, to determine on-going research and planning priorities.
KPI: Work with a committee to revise the University’s Statement of Mission and institutional goals for approval by the Board of Trustees in January 2013.

2. Provide coordination for program evaluation and outcomes assessment.
KPI: Collect throughout the year and disseminate data by June 2013 to educational and administrative/support services units of the institution for use in strategic planning and institutional effectiveness planning.
KPI: Develop an academic program effectiveness model that incorporates quantitative and qualitative data by March 2013.
KPI: Assist Student Financial Services Office in the assessment of the Kentucky Coal County College Completion Scholarship (K4C$) program at the University of Pikeville.
KPI: Assist the Dean of the College of Arts and Sciences and University Registrar in the assessment of the extension campuses program.
KPI: Assist the Student Success Center to increase student success and retention by (a) developing a retention model, and (b) providing data in a timely manner.

3. Provide technical expertise for completion of internal and external reports and surveys; and collection, compilation, and dissemination of data to support institutional decision-making.
KPI: Maintain a campus-wide, undisputed database of pertinent internal and external data to support institutional decision-making.
KPI: Complete IPEDS and other external reports required for federal, state, and private funding agencies and accrediting groups prior to required submission deadlines.
KPI: Complete internal reports for review by the PPC, the administration, and the faculty as requested and needed.
KPI: Distribute monthly research reports on internal issues and factors that have an impact on the effectiveness of the institution in fulfilling its mission and post on IR website.
KPI: Maintain compliance with HEA regulations by providing current consumer information on the IR website.
KPI: Assist the Student Financial Services Office with regulatory compliance of Title IV funds and monitoring student loan default levels.
2013-2014

1. Provide leadership for institutional planning.
KPI: Assist all unit coordinators to develop measurable objectives with key performance indicators for three year cycle beginning 2013-2014, and in the analysis and use of assessment results from 2012-2013 to improve programs. Give more care to ensure that all of the individual educational program annual reports and the unit-level strategic plan annual reports incorporate “improvement” benchmark results.
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2. Provide coordination for program evaluation and outcomes assessment.
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KPI : Assist the Student Financial Services Office with regulatory compliance of Title IV funds and monitoring student loan default levels.

VICE PRESIDENT for ACADEMIC AFFAIRS

Dean’s Office, College of Arts and Sciences

2012-2013

1. Continue the process of re-affirmation of SACS accreditation.
KPI : Complete Response to on-site review.
KPI : Initiate implementation of QEP.

2. Enhance recruiting by developing academic programs to meet students’ needs by adding, revising and eliminating programs.
KPI : Conduct thorough review of all programs within the College of Arts and Sciences.
KPI : Based on review data, identify programs that are not effective and devise strategies to either improve program productivity or to phase out the program.
KPI : Initiate Intensive English Language program for the recruiting of International Students.
KPI : Identify potential new programs for possible consideration.
KPI : Develop new program proposal/prospectus format.

3. Develop Extension campus Distance Education program to take advantage of the K4CS scholarship program being provided by the state of Kentucky.
KPI : Develop Distance Education baccalaureate degree completion program for students at the community and technical colleges for students in the nine identified southeast Kentucky counties.
4. Improve recruiting and retention by creating more flexibility and more experiential learning opportunities in the curriculum.
KPI: Formalize creation of a Global Education Program.
KPI: Continue to encourage development of experiential learning opportunities.

5. Work to recruit and retain a highly motivated faculty and staff.
KPI: Work with faculty and the Development office to identify potential funding sources for faculty and student opportunities.
KPI: Update faculty and staff salary study and identify salary shortcoming.
KPI: Develop strategy to address salary shortfalls in comparison to benchmark institutions.
KPI: Review faculty benefits and address identified shortcomings.

6. Improve policies and procedures.
KPI: Continue to revise University catalog to improve clarity of policies and provide additional information.
KPI: Work with faculty and staff to develop University Institutional Review Board (IRB) policies and procedures.
KPI: Work with faculty and staff to develop University-wide faculty governance policies.
KPI: Work with faculty and staff to restructure faculty contracts to address identified shortcomings.
KPI: Work with faculty and staff to develop Animal Care and Use policies and procedures.

7. Improve student learning by improving classrooms and academic support services.
KPI: Work with faculty and staff to begin to implement renovation plan for current classrooms and academic support services space in Armington Science Center.
KPI: Continue to work with faculty and staff to improve academic support services.
KPI: Work with Development on possible funding for a comprehensive Academic Learning Center.

2013-2014

1. Enhance recruiting by developing academic programs to meet students’ needs by adding, revising and eliminating programs.
KPI: Actions prompted by institutional effectiveness planning and assessment of programs.
KPI: Examine the appropriateness of developing a continuing education program.
KPI: Examine the creation of post-graduate certificate programs.

2. Improve recruiting and retention by creating more flexibility and more experiential learning opportunities in the curriculum.
KPI: Continue implementation of QEP: Experiential Learning
KPI: Aggressive seek external funding for experiential learning activities.
KPI: Continue to expand global education program.

3. Continue to develop Extension campus Distance Education program.
KPI: Increase programs and courses offered.
KPI: Expand the program to service more of the identified nine county region.

4. Work to recruit and retain a highly motivated faculty and staff.
KPI: Work with faculty and the Development office to identify potential funding sources for faculty and student opportunities.
KPI: Refine strategy and begin to address salary shortfalls in comparison to benchmark institutions.

5. Improve student learning by improving classrooms and academic support services.
KPI: Continue to implement renovation plan for current classrooms and academic support services space.
KPI: Continue to work with faculty and staff to improve academic support services.

2014-2015

1. Enhance recruiting by developing academic programs to meet students’ needs by adding, revising and eliminating programs.
KPI: Actions prompted by institutional effectiveness planning and assessment of programs.

2. Improve recruiting and retention by creating more flexibility and more experiential learning opportunities in the curriculum.
KPI: Continue implementation of QEP: Experiential Learning
KPI: Continue to aggressively push for external program funding
KPI: Develop continuing education program.

3. Continue to develop Extension campus Distance Education program.
KPI: Increase programs and courses offered.

4. Work to recruit and retain a highly motivated faculty and staff.
KPI: Work with faculty and the Development office to identify potential funding sources for faculty and student opportunities.
KPI: Refine strategy and begin to address salary shortfalls in comparison to benchmark institutions.

4. Improve student learning by improving classrooms and academic support services.
KPI: Continue to implement renovation plan for current classrooms and academic support services space.
KPI: Continue to work with faculty and staff to improve academic support services.
Division of Business and Economics

2012-2013

1. Strengthen the Business Administration degree program at the University of Pikeville.
   KPI: Evaluate enrollment trends in the business administration program and the need for growth and expansion of the program in November, 2012.
   KPI: Evaluate the effectiveness of the UPIKE distance education initiative in southeast Kentucky and create a plan, by December, 2012, to further develop the program.
   KPI: Determine by December, 2012, a program evaluation method to be implemented as soon as possible.
   KPI: Each faculty member in the Business Administration program will participate in workshops conducted by the Registrar in the fall semester 2012 to strengthen advising skills.
   KPI: Advertise nationally for anticipated or identified vacancies in faculty positions by January, 2013.

2. Continue to establish additional and stronger ties to the Big Sandy area business community.
   KPI: Meet with Advisory Board members at least one time in the fall semester of 2012 and at least one time in the spring semester of 2013.
   KPI: At least 50% of the faculty members in the division serve in area civic clubs and the Southeast Kentucky Chamber of Commerce.

3. Strengthen the graduate program in business at the University of Pikeville.
   KPI: Admit students to the graduate programs by June, 2013.
   KPI: Implement and/or refine assessment tools in the program by November, 2012.

2013-2014

1. Strengthen the Business Administration degree program at the University of Pikeville.
   KPI: Evaluate enrollment trends in the business administration program and the need for growth and expansion of the program in November, 2013.
   KPI: Advertise nationally for anticipated or identified vacancies in faculty positions by January, 2014.
   KPI: All faculty members will participate in academic advising workshops in the fall 2013 semester.

2. Continue to establish additional and stronger ties to the Big Sandy area business community.
   KPI: Assess opportunities to better serve the business community in the region in the fall, 2013 and spring, 2014 semesters.
   KPI: Meet with Advisory Board members at least one time in the fall semester of 2013 and at least one time in the spring semester of 2014.
   KPI: At least 50% of the faculty members in the division serve in area civic clubs and the Southeast Kentucky Chamber of Commerce.

3. Strengthen the graduate program in business at the University of Pikeville.
2014-2015

1. Strengthen the Business Administration degree program at the University of Pikeville.
   KPI : Evaluate enrollment trends in the business administration program and the need for growth and expansion of the program in November, 2014.
   KPI : Advertise nationally for anticipated or identified vacancies in faculty positions by January, 2015.

2. Continue to establish additional and stronger ties to the Big Sandy area business community.
   KPI : Meet with Advisory Board members at least one time in the fall semester of 2014 and at least one time in the spring semester of 2015.
   KPI : At least 50% of the faculty members in the division serve in area civic clubs and the Southeast Kentucky Chamber of Commerce.

3. Strengthen the graduate program in business at the University of Pikeville.
   KPI : Admit additional graduate students by June, 2015.
   KPI : Implement and /or refine assessment tools in the program by November, 2014.

Division of Education

2012-2013

1. Maintain state accreditation
   KPI : Submit to Education Division, for approval, admission to Teacher Education Program admission criteria aligned with new Kentucky state guidelines – August 2012.
   KPI : Submit to Teacher Education Committee, for approval, new admission to Teacher Education Program admission criteria aligned with new Kentucky state guidelines – September 2012.
   KPI : Submit to the undergraduate Curriculum Committee, for approval, the new admission to Teacher Education Program criteria aligned with the Kentucky state guidelines – September 2012.
   KPI : Submit to UPIKE undergraduate faculty, for approval, the new admission to Teacher Education Program admission criteria aligned with the new Kentucky state guidelines – September 2012.
   KPI : Submit to the Education Division, for approval, the new admission to Student Teaching Program criteria aligned with Kentucky state guidelines – September 2012.
   KPI : Submit to the Teacher Education Committee, for approval, the new admission to Student Teaching Program criteria aligned with the Kentucky state guidelines – September 2012.
   KPI : Submit to the undergraduate Curriculum Committee, for approval, the new admission to the Student Teaching Program criteria aligned with Kentucky state guidelines – September 2012.
KPI: Submit to the UPIKE undergraduate faculty, for approval, the new admission to Student Teaching Program criteria aligned with the Kentucky state guidelines – September 2012.
KPI: Complete Admission Report – August 2012.
KPI: Complete Title II Report – April 2013.
KPI: Attend Audit Committee to answer questions about BOE Report and Rejoinder – June 18, 2012.
KPI: Attend EPSB meeting to answer questions about BOE Report and Rejoinder – August 2012.
KPI: Continue development of new Assessment System for UPIKE’s Teacher Education Program.

2. Increase enrollment in teacher education program
KPI: Continue to offer 100 level education courses.
KPI: Require no targeted observation hours in EDU 100 and EDU 101; thus more students will probably enroll.
KPI: Continue to offer some education courses that will count in the general education curriculum.
KPI: Arrange scheduling so education candidates in upper level methods courses can work as teaching assistants in developmental education courses.
KPI: Continue work on Teacher Leader Masters.

3. Add certification and rank change programs
KPI: Submit proposal for Teacher Leader Master’s Program to Education Division – October 2012.
KPI: Submit proposal for Teacher Leader Master’s Program to Teacher Education Committee – October 2012.
KPI: Submit proposal for Teacher Leader Master’s Program to Curriculum Committee – November 2012.
KPI: Submit proposal for Teacher Leader Master’s Program to UPIKE faculty – November 2012.
KPI: Submit proposal for Teacher Leader Master’s Program to UPIKE Board – January 2013.
KPI: Submit proposal for Teacher Leader Master’s Program to SACS – January 2013.
KPI: Submit proposal for Teacher Leader Master’s Program to CPE – January 2013.
KPI: Submit proposal for Teacher Leader Master’s Program to EPSB Reading Committee – February 15, 2013.
KPI: Submit Rejoinder for Teacher Leader Master’s Program to EPSB – March 2013.
KPI: Attend EPSB meeting to answer questions about Teacher Leader Master’s Program – April 2013.
KPI: Obtain approval to offer Teacher Leader Master’s Program – April 2013.

4. Increase scholarly work by education faculty
   KPI: At least two education faculty members will submit articles for publication by May 2013.
   KPI: Submit proposal to AACTE for presentation at spring conference.
   KPI: Submit proposals to present at fall and spring ATE conferences.
   KPI: Present proposal for complete education faculty to present at fall KATE conference.
   KPI: Develop campus education newsletter – fall 2012.

5. Seek CAEP accreditation
   KPI: At least two education faculty members will attend CAEP conference.
   KPI: At least two education faculty members will attend AACTE conference in spring 2013.
   KPI: At least two education faculty members will attend ATE conference in fall 2012.

2013-2014

1. Maintain state accreditation
   KPI: Complete Admission Report, undergraduate and graduate.
   KPI: Complete Exit Report, undergraduate and graduate.
   KPI: Complete PEDS Report.
   KPI: Complete Annual Report on all Standard including Areas for Improvement.
   KPI: Complete Title II Report.
   KPI: Revise all handbooks
   KPI: Implement new assessment system.

2. Increase enrollment in teacher education program
   KPI: Begin work on distance learning program in middle grades.
   KPI: Begin courses in graduate program.

3. Add certification and rank change programs
   KPI: Offer courses for Teacher Leader Master’s Program.

4. Increase scholarly work of education faculty
   KPI: Three education faculty members will present at KATE.
   KPI: Three education faculty members will present at ATE.
   KPI: All education faculty members will present at KATE.
   KPI: All education faculty members will submit two articles for publication.

5. Seek CAEP accreditation
   KPI: All faculty will attend CAEP training.

2014-2015

1. Maintain state accreditation
   KPI: Complete Admission Report, undergraduate and graduate.
KPI : Complete Exit Report, undergraduate and graduate.
KPI : Complete PEDS Report.
KPI : Complete Annual Report on all Standards including Areas for Improvement.
KPI : Complete Title II Report.
KPI : Revise all handbooks.

2. Increase enrollment in teacher education program
KPI : Enrollment in distant learning program.
KPI : Enrollment in graduate program.

3. Add certification and rank change programs
KPI : Investigate feasibility of development of MAT program.

4. Increase scholarly work of education faculty
KPI : All education faculty present at KATE.
KPI : All education faculty present at ATE.
KPI : All education faculty have at least publication for year.

5. Seek CAEP accreditation
KPI : Begin CAEP accreditation process.

**Division of Humanities**

**2012-2013**

1. To enhance Experiential Learning opportunities in all Humanities disciplines.
KPI : In collaboration with Director of EL ensure that faculty understand curricular nature of EL, and take advantage of EL workshops.
KPI : In collaboration with Program Coordinators and Director of EL, develop at least one EL opportunity per discipline to be implemented Spring 2013.
KPI : Call Special Division Meetings to share EL projects and nurture interdisciplinary EL collaboration.

2. To enhance the Culture of Learning at UPIKE.
KPI : In collaboration with the VPAA and Dean of the College, the General Education Committee, and the Public Affairs Office, contribute to the development of a UPIKE Convocation Series.
KPI : Increase student opportunities for memberships in vibrant clubs and honor societies in all Humanities disciplines.
KPI : Support the interdisciplinary development of a musical production, Spring 2013.

3. To enhance Globalization opportunities for students and faculty.
KPI : In collaboration with the Director of Global Education and Program Coordinators, incorporate Global Studies aspects into the curriculum of each discipline.
KPI: In collaboration with the Director of Global Education, create faculty awareness of professional development opportunities abroad.
KPI: In collaboration with the Director of Global Education and members of the Global Education Committee, create and/or support student study-away opportunities.

4. To maintain academic excellence and thereby support retention and recruitment.
KPI: Support the exploration of an Arts Administration major.
KPI: Assess the effectiveness of all programs and address both strengths and weaknesses in collaboration with Program Coordinators.
KPI: Encourage faculty to take advantage of scholarly faculty development opportunities to enhance the student learning experience.
KPI: Encourage faculty to take advantage of Instructional Technology workshops to enhance the student learning experience.

2013-2014

1. To support the next UPIKE President and his Executive Staff in new institutional initiatives
KPI: Ensure sufficient staffing and other resources.

2. To continue enhancing Experiential Learning opportunities in all Humanities disciplines.
KPI: Share with division faculty and discuss assessment results of Spring 2013 EL projects to improve future projects.
KPI: In collaboration with Director of EL and Program Coordinators, continue offering at least one EL opportunity per discipline both semesters.

3. To continue enhancing the Culture of Learning at UPIKE.
KPI: In collaboration with the VPAA and Dean of the College, the General Education Committee, and the Public Affairs Office, contribute to the implementation of a UPIKE Convocation Series.
KPI: Increase and/or maintain student opportunities for membership in vibrant clubs and honor societies in all Humanities disciplines.

4. To continue enhancing Globalization opportunities for students and faculty.
KPI: In collaboration with the Director of Global Education and Program Coordinators, continue incorporating Global Studies aspects into the curriculum of each discipline, using assessment results from earlier courses.
KPI: Have at least one Humanities faculty member teach abroad.

5. To maintain academic excellence and thereby support retention and recruitment.
KPI: If deemed feasible, support the implementation of the Arts Administration major.
KPI: Continue assessing the effectiveness of all programs and addressing both strengths and weaknesses in collaboration with Program Coordinators.
KPI: Have a minimum of half the faculty attend scholarly professional development opportunities to enhance the student learning experience.
KPI: Have a minimum of half the faculty attend IT workshops to enhance the student learning experience.

2014-2015

1. To continue enhancing Experiential Learning opportunities in all Humanities disciplines. KPI: Share with division faculty and discuss assessment results of 2013-14 EL projects to improve future projects. KPI: In collaboration with Director of EL and Program Coordinators, continue offering at least one EL opportunity per course (not section) both semesters.

2. To continue enhancing the Culture of Learning at UPIKE. KPI: In collaboration with the VPAA and Dean of the College, the General Education Committee, and the Public Affairs Office, contribute to the offerings of a UPIKE Convocation Series. KPI: Increase and/or maintain student opportunities for membership in vibrant clubs and honor societies in all Humanities disciplines.

3. To continue enhancing Globalization opportunities for students and faculty. KPI: In collaboration with the Director of Global Education and Program Coordinators, continue incorporating Global Studies aspects into the curriculum of each discipline, using assessment results from earlier courses. KPI: Have at least two Humanities faculty members teach abroad.

4. To maintain academic excellence and thereby support retention and recruitment. KPI: Continue assessing the effectiveness of all programs and addressing both strengths and weaknesses in collaboration with Program Coordinators. KPI: Continue having a minimum of half the faculty attend scholarly professional development opportunities to enhance the student learning experience. KPI: Investigate the feasibility of offering master’s programs.

Division of Mathematics and Natural Sciences

2012-2013

1. To increase the number of experiential learning opportunities for students (research, internships {internal & external}, field trips, etc.) within the Math/Science Division. KPI: The number of faculty directing experiential learning opportunities as compared to data gathered from the previous 5 years. KPI: The number of students participating in experiential learning opportunities as compared to data gathered from the previous 5 years.
2. Maintain the number of STEM majors in Division programs.
KPI: The number of students declaring a STEM major.
KPI: The number of students graduating with STEM degrees as compared to the previous 5 years.

3. To encourage ongoing professional development among the Math/Science faculty.
KPI: Number of faculty attending professional development experiences.
KPI: Number of faculty presenting at conferences/meetings/workshops.

4. To enhance student recruiting, the Division of Math & Science will continue relationships between the University, the public, and the local schools.
KPI: Plan and host the Regional Science Olympiad for middle & high school students
KPI: Plan and host the Science & Math Day Camp
KPI: Number of division faculty participating in outreach programs

5. To enhance student recruiting, the Division of Math & Science will continue to collaborate with the Kentucky College of Osteopathic Medicine on the Osteopathic Medical Scholars Program (OMSP) and with the University of Kentucky on the Kentucky Rural Dental Education Collaborative.
KPI: Number of scholars accepted into the OMSP.
KPI: Creation of an Introduction to Dentistry course in the University catalog.

2013-2014

1. To increase the number of experiential learning opportunities for students (research, internships {internal & external}, field trips, etc.) within the Math/Science Division.
KPI: The number of faculty directing experiential learning opportunities as compared to data gathered from the previous 5 years.
KPI: The number of students participating in experiential learning opportunities as compared to data gathered from the previous 5 years.

2. Maintain the number of STEM majors in Division programs.
KPI: The number of students declaring a STEM major.
KPI: The number of students graduating with STEM degrees as compared to the previous 5 years.

3. To encourage ongoing professional development among the Math/Science faculty.
KPI: Number of faculty attending professional development experiences.
KPI: Number of faculty presenting at conferences/meetings/workshops.

4. To enhance student recruiting, the Division of Math & Science will continue relationships between the University, the public, and the local schools.
KPI: Plan and host the Regional Science Olympiad for middle & high school students
KPI: Plan and host the Science & Math Day Camp
KPI: Number of division faculty participating in outreach programs
5. To enhance student recruiting, the Division of Math & Science will continue to collaborate with the Kentucky College of Osteopathic Medicine on the Osteopathic Medical Scholars Program (OMSP) and with the University of Kentucky on the Kentucky Rural Dental Education Collaborative.
KPI: Number of scholars accepted into the OMSP.
KPI: Number of students enrolled in the Introduction to Dentistry course.

2014-2015

1. To increase the number of experiential learning opportunities for students (research, internships {internal & external}, field trips, etc.) within the Math/Science Division.
KPI: The number of faculty directing experiential learning opportunities as compared to data gathered from the previous 5 years.
KPI: The number of students participating in experiential learning opportunities as compared to data gathered from the previous 5 years.

2. Maintain the number of STEM majors in Division programs.
KPI: The number of students declaring a STEM major.
KPI: The number of students graduating with STEM degrees as compared to the previous 5 years.

3. To encourage ongoing professional development among the Math/Science faculty.
KPI: Number of faculty attending professional development experiences.
KPI: Number of faculty presenting at conferences/meetings/workshops.

4. To enhance student recruiting, the Division of Math & Science will continue relationships between the University, the public, and the local schools.
KPI: Plan and host the Regional Science Olympiad for middle & high school students
KPI: Plan and host the Science & Math Day Camp
KPI: Number of division faculty participating in outreach programs

5. To enhance student recruiting, the Division of Math & Science will continue to collaborate with the Kentucky College of Osteopathic Medicine on the Osteopathic Medical Scholars Program (OMSP) and with the University of Kentucky on the Kentucky Rural Dental Education Collaborative.
KPI: Number of scholars accepted into the OMSP.
KPI: Number of students enrolled in the Introduction to Dentistry course.
Division of Nursing *(Dual Reporting)*

**2012-2013**

1. Continue the growth of a quality RN-BSN program as it enters into its second year of operation.
   KPI: By November 2012, analyze current evaluation measures for RN-BSN student learning outcomes and revise as necessary.
   KPI: By December 2012, submit a Self-Study Report to the National League for Nursing Accrediting Commission (NLNAC) that addresses the NLNAC’s six required standards for baccalaureate programs.
   KPI: Host a successful NLNAC site visit for the RN-BSN program in February 2013 as evidenced by a positive exit report and achievement of initial accreditation at NLNAC’s July meeting.

2. Continue to strengthen the RN-BSN program to serve the University’s regional market.
   KPI: By November 2012, finalize a Curriculum Committee proposal to revise selected aspects of RN-BSN curriculum such as course credit, course pre-requisites, and/or student learning outcomes.
   KPI: Following the February 2013 NLNAC site visit, continue with targeted advertising for RN-BSN program through routes such as bulk mailing within 9-county KC4$ area, PIKE TV, and recruitment visits to nursing schools and clinical agencies.
   KPI: By May 2013, work with Office of Development to strengthen network with Nursing alumni and establish a fundraising campaign.
   KPI: By May 2013, in collaboration with Public Affairs, finalize revisions to the RN-BSN website for presentation of information in a visually appealing manner.
   KPI: By August 2013, increase the admission of RN-BSN students to at least 10 students.

3. Finalize a modern environment for the Division of Nursing’s A.D.N. and RN-BSN program.
   KPI: By January 2013, appropriate University departments will prioritize clean-up of NUR Division environment with replacement of REC 303/304 classroom window blinds and carpet, fix Sympodium connector in REC 304, fix shelves in NUR break room, and other needs to be determined.
   KPI: By January 2013, establish a full discussion with KYCOM for development of at least one interdisciplinary learning activity that includes utilization of the KYCOM’s simulation lab.
   KPI: By May 2013, purchase additional major equipment at approximately $30,000 to maximize simulation skills such as an automated medication cart to retrieve and scan demo medications, an emergency crash cart, cubicle curtains, and efficient space utilization.

4. Analyze the Division of Nursing organizational structure and faculty development for the continued quality of the A.D.N. and RN-BSN programs.
   KPI: By December 2012, the University V.P. of the College of Arts and Sciences, Dean of Health Affairs, and Nursing Division Chair will finalize the mechanisms within the new University organizational chart that places the Nursing Chair in a dual reporting situation.
KPI: By March 2013, fill the faculty position in nursing by hiring one full-time faculty who holds at least a Master’s of Science degree in Nursing.
KPI: Plan for faculty development in nursing education, such as simulation, informatics, and other emerging technologies.
KPI: Plan for an interim Division Chair in Nursing in Fall 2013 for the Nursing Chair’s sabbatical in Fall 2013.
KPI: During 2012-2013, start planning for Kentucky Board of Nursing site visit in either November 2013 or Spring 2014.

2013-2014

1. Continue and enhance the quality of the Elizabeth Akers Elliott two-year A.D.N. program
KPI: By Fall 2013, revise the A.D.N. program philosophy and student learning outcomes to reflect current standards of practice such as NLN Competencies (2010) and QSEN (2008).
KPI: By Spring 2014, enhance integration of emerging technologies in learning activities for all nursing courses.
KPI: Host a successful Kentucky Board of Nursing (KBN) program evaluation visit, planned for either late fall 2013 or early Spring 2014.
KPI: By May 2014, explore the possibility of NLNAC accreditation for the two-year A.D.N. program

2. Improve experiential learning opportunities in both the A.D.N. and RN-BSN curriculum.
KPI: By December 2013, seek opportunities for RN-BSN presentation of projects or research in local, state, or national venues.
KPI: By March 2014, a cohort of A.D.N. students will participate in at least one experiential learning opportunity per semester.

2014-2015

1. Stabilize current offerings in Nursing while exploring feasibility of new nursing programs
KPI: Stabilize the structure and organization of all program offerings within the Division of Nursing.
KPI: Explore feasibility of a generic BSN program.

2. Establish inter-disciplinary and collaborative learning activities with relevant disciplines and clinical agencies
KPI: Collaborate with relevant stakeholders (Social Work, KYCOM, PMC) on interdisciplinary and articulation agreements to advance learning in a healthcare environment based on national standards.
Division of Social Sciences

2012-2013

1. To grow the Social Work program
KPI: The program anticipates completion of the accreditation process and will now focus its efforts on growth.
KPI: The program faculty will develop a plan to increase awareness of the program.
KPI: The Social Work program will increase the number of students in the program by 20%.

2. Encourage faculty development.
KPI: Continue participation in KIIS, TWC, and conferences.

3. The Social Science program will be active in the Experiential education QEP.
KPI: Each major will develop, document, and assess one Experiential Education experience this year.

4. Continue building a network of Social Science graduates and student to link our current students with alumni.
KPI: Host one gathering of program alumni and current students.
KPI: Review other ideas.

5. The Division will identify and recommend ways to collaborate with other Divisions.
KPI: Consider developing new courses that are appropriate for interdisciplinary programs. At least one major will do this this year. (Idea—Latin American history and Spanish major)
KPI: The faculty will reach out to faculty in other division to develop ideas for guest speakers, etc. Every program will do this this year. (Idea—Eric Primm talking about sociology of rock and roll in History of Rock and Roll class)

6. Develop more community outreach.
KPI: Encourage faculty to develop contacts in the community for funding opportunities and/or program development. (Idea--Eric Primm talking to high school Sociology class.)

7. Identify and recommend additions to the faculty in Social Sciences.
KPI: Each major will review their requirements and faculty needs.
KPI: Each major will report their findings and recommendations to the division chair.

8. Improve the advising skills of the division.
KPI: Every member of the division will attend at least one advising workshop this year.

2013-2014

1. To grow the Social Work program
KPI: The Social Work program will increase the number of students in the program by 20%.
2. Encourage faculty development.
KPI: Continue participation in KIIS, TWC, and conferences.

3. The Social Science program will be active in the experiential education QEP.
KPI: Each major will develop, document, and assess one Experiential Education experience this year.

4. Continue building a network of Social Science graduates and student to link our current students with alumni.
KPI: Host one gathering of program alumni and current students.
KPI: Review other ideas.

5. The Division will identify and recommend ways to collaborate with other Divisions.
KPI: Consider developing new courses that are appropriate for interdisciplinary programs. At least one major will do this this year.
KPI: The faculty will reach out to faculty in other division to develop ideas for guest speakers, etc. Every program will do this this year.

6. Develop more community outreach.
KPI: Encourage faculty to develop contacts in the community for funding opportunities and/or program development.

7. Identify and recommend additions to the faculty in Social Sciences.
KPI: Each major will review their requirements and faculty needs.
KPI: Each major will report their findings and recommendations to the division chair.

2014-2015

1. To grow the Social Work program
KPI: The Social Work program will increase the number of students in the program by 20%.

2. Encourage faculty development.
KPI: Continue participation in KIIS, TWC, and conferences.

3. The Social Science program will be active in the Experiential education QEP.
KPI: Each major will develop, document, and assess one Experiential Education experience this year.

4. Continue building a network of Social Science students.
KPI: Host one joint project with all the Social Science clubs and honor societies.

5. The Division will identify and recommend ways to collaborate with other Divisions.
KPI: Consider developing new courses that are appropriate for interdisciplinary programs. At least one major will do this this year.
KPI: The faculty will reach out to faculty in other division to develop ideas for guest speakers, etc. Every program will do this this year.

6. Develop more community outreach.
KPI: Encourage faculty to develop contacts in the community for funding opportunities and/or program development.

7. Identify and recommend additions to the faculty in Social Sciences.
KPI: Each major will review their requirements and faculty needs.
KPI: Each major will report their findings and recommendations to the division chair.

**Developmental Studies**

**2012-2013**

1. Provide appropriate instruction in math, reading and English for underprepared students.
KPI: Identify students as underprepared based on appropriate ACT scores, SAT scores, ASSET scores, KYOTE scores or Compass scores in English, reading, and/or mathematics.
KPI: Purchase or develop an assessment instrument which will provide scores to place students in appropriate sections of developmental reading, English and/or mathematics, and the scores can be used as a pre- and post-scores that are aligned with instruction in these courses.
KPI: Use pre-and post-test results from English, reading, and/or mathematics to modify individual course content as needed.

2. Align curriculum in developmental studies courses to prepare students for the next required course.
KPI: Align curriculum in ENG 098 to prepare students for ENG 099.
KPI: Align curriculum in ENG 099 to prepare students for ENG 111.
KPI: Align curriculum in MTH 098 to prepare students for MTH 099.
KPI: Align curriculum in MTH 099 to prepare students for MTH 111.
KPI: Align curriculum in RED 098 to prepare students for RED 099.
KPI: Align curriculum in RED 099 to prepare students for HIS 221 or HIS 225.

3. Provide appropriate support services for developmental students.
KPI: Provide tutoring in sessions designated exclusively for developmental students.
KPI: Increase the number of developmental students taking advantage of campus-wide tutoring.
KPI: Provide appropriate academic advising for developmental students.

4. Evaluate the effectiveness of the developmental studies program.
KPI: Increase the percent of students enrolled in MTH 098, ENG 098, and/or RED 098 who successfully completed the course by earning a letter grade of C or higher.
KPI: Increase the percent of students enrolled in MTH 099, ENG 099, and/or RED 099 who successfully completed the course by earning a letter grade of C or higher.
KPI : Increase the percent of students who completed MTH 098, ENG 098, and/or RED 098, who successfully completed MTH 099, ENG 099, or RED 099.
KPI : Increase percent of students who completed MTH 099, who successfully completed MTH 111 with a letter grade of C or higher.
KPI : Increase percent of students who completed ENG 099 who successfully completed ENG 111 with a letter grade of C or higher.
KPI : Increase percent of students who completed RED 099 who successfully completed HIS 221 or 225 with a letter grade of C or higher.
KPI : Increase to what extent students who successfully completed ENG 099, MTH 099, RED 099 showed improvement in the basic areas of reading, English and mathematics by comparing Pre- and Post-test scores on the asset or other selected test(s).
KPI : Increase the mean grades in ENG 111, MTH 111, and HIS 221 or 225 for students who completed ENG 099, MTH 099, and RED 099.
KPI : Increase the percent of students enrolled in two or more developmental courses in the fall who enrolled in the University the next spring.
KPI : Increase the percent of students enrolled in two or more developmental courses who enrolled in the University their 3rd and 4th semesters after completing their developmental courses.

2013-2014

1. Provide appropriate instruction in math, reading and English for underprepared students.
KPI : Identify students as underprepared based on appropriate ACT scores, SAT scores, ASSET scores, KYOTE scores or Compass scores in English, reading, and/or mathematics.
KPI : Use pre- and post-test results from English, reading, and/or mathematics to modify individual course content as needed.

2. Align curriculum in developmental studies courses to prepare student for the next required course.
KPI : Align curriculum in ENG 098 to prepare students for ENG 099.
KPI : Align curriculum in ENG 099 to prepare students for ENG 111.
KPI : Align curriculum in MTH 098 to prepare students for MTH 099.
KPI : Align curriculum in MTH 099 to prepare students for MTH 111.
KPI : Align curriculum in RED 098 to prepare students for RED 099.
KPI : Align curriculum in RED 099 to prepare students for HIS 221 or HIS 225.

3. Provide appropriate support services for developmental students.
KPI 1: Provide tutoring in sessions designated exclusively for developmental students.
KPI 2: Increase the number of developmental students taking advantage of campus-wide tutoring.
KPI : Provide appropriate academic advising for developmental students.

4. Evaluate the effectiveness of the developmental studies program.
KPI : Increase the percent of students enrolled in MTH 098, ENG 098, and/or RED 098 who successfully completed the course by earning a letter grade of C or higher.
KPI: Increase the percent of students enrolled in MTH 099, ENG 099, and/or RED 099 who successfully completed the course by earning a letter grade of C or higher.

KPI: Increase the percent of students who completed MTH 098, ENG 098, and/or RED 098, who successfully completed MTH 099, ENG 099, or RED 099.

KPI: Increase percent of students who completed MTH 099, who successfully completed MTH 111 with a letter grade of C or higher.

KPI: Increase percent of students who completed ENG 099 who successfully completed ENG 111 with a letter grade of C or higher.

KPI: Increase percent of students who completed RED 099 who successfully completed HIS 221 or 225 with a letter grade of C or higher.

KPI: Increase to what extent students who successfully completed ENG 099, MTH 099, RED 099 showed improvement in the basic areas of reading, English, and mathematics by comparing Pre- and Post-test scores on the asset or other selected test(s).

KPI: Increase the mean grades in ENG 111, MTH 111, and HIS 221 or 225 for students who completed ENG 099, MTH 099, and RED 099.

KPI: Increase the percent of students enrolled in two or more developmental courses in the fall who enrolled in the University the next spring.

KPI: Increase the percent of students enrolled in two or more developmental courses who enrolled in the University their 3rd and 4th semesters after completing their developmental courses.

KPI: Determine the percent of students who completed one or more developmental course who graduated after 4 years.

2014-2015

1. Provide appropriate instruction in math, reading and English for underprepared students.
   KPI: Identify underprepared students for placement in appropriate developmental courses scores in English, reading, and/or mathematics.
   KPI: Use pre- and post-test results from English, reading, and/or mathematics to modify individual course content as needed.

2. Provide appropriate support services for developmental students.
   KPI: Provide appropriate academic advising for developmental students.
   KPI: Provide appropriate academic support for developmental students.

3. Evaluate the effectiveness of the developmental studies program.
   KPI: Increase the percent of students enrolled in MTH 098, ENG 098, and/or RED 098 who successfully completed the course by earning a letter grade of C or higher.
   KPI: Increase the percent of students enrolled in MTH 099, ENG 099, and/or RED 099 who successfully completed the course by earning a letter grade of C or higher.
   KPI: Increase the percent of students who completed MTH 098, ENG 098, and/or RED 098, who successfully completed MTH 099, ENG 099, or RED 099.
   KPI: Increase percent of students who completed MTH 099, who successfully completed MTH 111 with a letter grade of C or higher.
KPI: Increase percent of students who completed ENG 099 who successfully completed ENG 111 with a letter grade of C or higher.
KPI: Increase percent of students who completed RED 099 who successfully completed HIS 221 or 225 with a letter grade of C or higher.
KPI: Increase the percent of students who made higher scores on post-test than on pre-test in reading, English, and/or math.
KPI: Increase the mean grades in ENG 111, MTH 111, and HIS 221 or 225 for students who completed ENG 099, MTH 099, and RED 099.
KPI: Increase the percent of students enrolled in two or more developmental courses in the fall who enrolled in the University the next spring.
KPI: Increase the percent of students enrolled in two or more developmental courses who enrolled in the University their 3rd and 4th semesters after completing their developmental courses.
KPI: Increase the percent of students who made higher scores on post-test than on pre-test in reading, English, and/or math.

Allara Library

2012-2013

1. The Library collects use statistics, anecdotes, and survey responses that demonstrate the effectiveness and use of both the physical library and the virtual library.
KPI: Statistics on use, the results of user surveys, and other assessment tools are communicated to the campus administration.
KPI: The collected information is used to determine trends in use.
KPI: The collected information determines changes in resources, collections, services, and procedures.

2. Library personnel cooperate and collaborate with faculty to embed information literacy outcomes into the curriculum. Library personnel provide instruction and employ a variety of learning platforms including classroom instruction, online tutorials, and one on one instruction. Library personnel provide faculty with instruction and orientation to enhance the use of Library resources.
KPI: The Reference and Instruction Librarian will pilot an embedded librarian project which will be evaluated by librarian contact time with students with the faculty member evaluating the quality of finished work
KPI: The reference and Instruction Librarian will create and post online tutorials and effectiveness will be determined by use statistics.
KPI: Librarians will provide faculty with a general orientation to new resources which will be evaluated by the number of individual or small group faculty sessions after the presentation.

3. The Library develops resource guides to provide students with guidance and additional access points for curriculum specific information. The Library provides assistance and instruction via multiple access points and multiple technologies. The Library provides equal access to all
students, staff and faculty regardless where they are enrolled or located. The Library provides the most current and most reliable technology to organize and provide access to resources.
KPI: Research Guides will be added or updated as requested by faculty.
KPI: Links will be added to all Research Guides to provide access to the new LibAnswers program.
KPI: LibAnswers will be customized and added to the current Research Guides and the Library webpage to provide multiple access points for questions and evaluated by the number of incoming questions and contacts.
KPI: Distance education students will be provided multiple points of access for both resources and services through LibAnswers, the web page, and the Research Guides.
KPI: The Library will migrate to a new, cloud based catalog system, Sierra during FY 2013.

4. The Library has an on-going process of collection evaluation to maintain the alignment with the curriculum. When appropriate, the Libraries cooperate on collection development both within the University of Pikeville and with state and consortia.
KPI: The Library has subscribed to Resources for College Libraries, a collection development resource.
KPI: Focus on the updating and weeding of the nursing collection.
KPI: Continue adding materials to the Digital Library of Appalachia.

5. The Library cooperates with consortia and other organizations to provide the best possible resources at the lowest cost.
KPI: The Library will migrate to a shared catalog system in cooperation with the ACA Bowen Central Library.
KPI: The Librarians will serve on committees and work closely with AIKCU, the ACA and KYVL.

6. Library personnel participate in training and professional development designed to enhance their ability to assist all users with technology, and library specific resources and programs.
KPI: Library personnel will participate in training on the new catalog system.
KPI: Library personnel will participate in other training as time and funding is available.

7. The Library communicates with the campus community and stakeholders. The Library communicates with other libraries and interacts cooperatively through consortia agreements, interlibrary loan, and state and national organizations.
KPI: Make a stronger effort to communicate with staff in addition to faculty and students.
KPI: Librarians will participate in committee work with a variety of organizations.

2013-2014

1. The Library collects use statistics, anecdotes, and survey responses that demonstrate the effectiveness and use of both the physical library and the virtual library. The Library defines and measures effectiveness so that it is in alignment with the institutional goals and the accreditation guidelines.
KPI: Statistics on use, and the results of user surveys and other assessment tools are communicated to the campus administration.
KPI: The collected information is used to determine trends in use.
KPI: The collected information determines what changes in resources, collections, services, and procedures.

2. The Library supports academic honesty and provides students with information and education on plagiarism.
KPI: Edit and revise the Research Guide for plagiarism and explore the idea of developing a class or workshop.

3. Library personnel cooperate and collaborate with faculty to embed information literacy outcomes into the curriculum. Library personnel provide instruction and employ a variety of learning platforms including classroom instruction, online tutorials, and one on one instruction.
KPI: Explore new directions in instruction including embedded librarians and for credit class while continuing our current program.
KPI: If online tutorials prove to be effective, continue working with updating and refining the current tutorials.

4. The Library provides assistance and instruction via multiple access points and multiple technologies. The Library provides equal access to all students, staff and faculty regardless where they are enrolled or located.
KPI: Evaluate the implementation of LibAnswers and make changes as needed.
KPI: Evaluate services for the distance education population and focus on providing the same services that on campus students receive.

5. The Library has an on-going process of collection evaluation to maintain the alignment with the curriculum.
KPI: Evaluate, update and weed the education collection.

6. The Library cooperates with consortia and other organizations to provide the best possible resources at the lowest cost. The Library budget is allocated to align with the curriculum and to provide users with needed resources.
KPI: Communicate the savings created by consortium purchasing to the administration.
KPI: Provide administration with the use/cost ratio and trends to better project budget needs.

7. Library personnel participate in training and professional development designed to enhance their ability to assist all users with technology, and library specific resources and programs. Library personnel are sufficient in number, training, and experience to meet the diverse needs of the institution.
KPI: Evaluate the staffing, especially Special Collections and Archives area.

8. Library personnel consistently engage with students, faculty, staff, and community users, both formally and informally, to expand awareness of resources and services.
KPI: Work with staff to develop a brief, consistent description of the library and the services offered.

2014-2015

1. The Library collects use statistics, anecdotes, and survey responses that demonstrate the effectiveness and use of both the physical library and the virtual library. The Library defines and measures effectiveness so that it is in alignment with the institutional goals and the accreditation guidelines.
   KPI: Statistics on use and the results of user surveys and other assessment tools are communicated to the campus administration.
   KPI: The collected information is used to determine trends in use.
   KPI: The collected information determines what changes are needed in resources, collections, services, and procedures.

2. The Library supports academic honesty and provides students with information and education on plagiarism. The Library works with faculty to create a balance between intellectual property rights and educational use. The Libraries are committed to providing services that are user oriented.
   KPI: Revise copyright policies and consider holding training workshops for all stakeholders.

3. Library personnel cooperate and collaborate with faculty to embed information literacy outcomes into the curriculum. Library personnel provide instruction and employ a variety of learning platforms including classroom instruction, online tutorials, and one on one instruction. Library personnel provide faculty with instruction and orientation to enhance the use of Library resources.
   KPI: Expand the current program and use assessment to compare trends.

4. The Library develops resource guides to provide students with guidance and additional access points for curriculum specific information. The Library provides assistance and instruction via multiple access points and multiple technologies. The Library provides equal access to all students, staff and faculty regardless where they are enrolled or located. The Library provides the most current and most reliable technology to organize and provide access to resources.
   KPI: Explore the potential advantages and disadvantages of using a discovery tool.

5. The Library provides resources in a variety of formats that are accessible both on and off campus. The Library has an on-going process of collection evaluation to maintain the alignment with the curriculum. When appropriate, the Libraries cooperate on collection development.
   KPI: Evaluate, update and weed the sciences collection.

6. The Library provides up to date technology and computing and printing space that is open to all students, faculty, staff, and community users. The Library provides both quiet study space and group study areas. The Library continually evaluates both space usage and patterns of student use of space.
KPI: If there is a possibility of renovation, begin evaluating what changes would be the most useful.

7. The Library cooperates with consortia and other organizations to provide the best possible resources at the lowest cost. The Library plans are based on both formal and informal data and assessment. The Library budget is allocated to align with the curriculum and to provide users with needed resources.  
KPI: Provide administration with the use/cost ratio and trends to better project budget needs.

8. Library personnel participate in training and professional development designed to enhance their ability to assist all users with technology, and library specific resources and programs. Library personnel are sufficient in number, training, and experience to meet the diverse needs of the institution.  
KPI: Evaluate staffing, especially in the Special Collections and Archives area.

9. The Library communicates with the campus community and stakeholders. The Library communicates with other libraries and interacts cooperatively through consortia agreements, interlibrary loan, and state and national organizations. Library personnel consistently engage with students, faculty, staff, and community users, both formally and informally, to expand awareness of resources and services.  
KPI: Survey faculty and staff to determine if library communications are effective.  
KPI: If we have staffing in Archives, begin a series of informational sessions on how that material can be incorporated into the classroom. Offer the same type of sessions for the general public.

Registrar’s Office

2012-2013

1. Provide effective registration services to the University.  
KPI: Train new Faculty in the use of WebAdvisor registration.  
KPI: Provide refresher training to Faculty in the use of WebAdvisor registration.

2. Reduce the paper records in the Registrar’s Office with ‘green’ efforts.  
KPI: Reduce the paper in the Registrar’s office with ‘green’ efforts by training any new staff on the use of Image-Now electronic imaging and filing system.  
KPI: One hundred percent (100%) of the student paper folders will be scanned and verified checked by June 2013.

3. Support effective advising efforts at the University.  
KPI: Revise Advising Manual and train new faculty on advising processes.  
KPI: Train new faculty on the use of the online mid-term and final grade entry system.  
KPI: Begin implementation of the Ellucian E-Advisor’s module (i.e. set-up; catalog cleanup; program evaluations; course offering rotations, etc.).
4. Continue the Registrar’s Office expansion and campus-wide involvement efforts.
KPI: Collaborate with Alumni Relations, KYCOM Student Affairs, Business Office, Admissions Office, Financial Aid Office, and Development Office with updating addresses and name changes.
KPI: Develop and define KYCOM and graduate program registration, withdraw, drop/add, and graduation procedures and processes.
KPI: Begin phasing out the old PCSOM computer database with academic transcripts from 1997-2011 by scanning into Image Now and producing a hard copy for record storage.
KPI: Indepth review of 2012 KYCOM graduates and newer student’s academic transcript for accuracy.

5. Provide prospective transfer students accurate interpretations of institutional transfer credit policies, costs, and educational offerings.
KPI: Provide timely transfer evaluations to students.
KPI: Revise and develop of 2 + 2 transfer guides with the Kentucky Community & Technical College System (KCTCS).
KPI: Implement the transfer equivalency system ‘College Source’.

6. Ensure that the University Registrar’s Office protects and maintains the integrity, confidentiality, and security of institutional records; and exercises sound management principles, using institutional resources effectively and efficiently.
KPI: Professional development for the entire staff of the Registrar’s Office.
KPI: Continual revision of Registrar’s Procedure Manual with current processes and procedures.
KPI: Continual focus efforts on maintaining confidentiality with regards to the Federal Educational Rights & Privacy Act (FERPA).
KPI: Meet deadlines and provide timely and accurate reporting to Council on Post-Secondary Education, National Association of Intercollegiate Athletics (NAIA), United States Bowling Conference (USBC), etc.

2013-2014

1. Provide effective registration services to the University.
KPI: Train new Faculty in the use of WebAdvisor registration.
KPI: Provide refresher training to Faculty in the use of WebAdvisor registration.

2. Reduce the paper records in the Registrar’s Office with ‘green’ efforts.
KPI: Reduce the paper in the Registrar’s office with ‘green’ efforts by training any new staff on the use of Image-Now electronic imaging and filing system.

3. Support effective advising efforts at the University.
KPI: Revise Advising Manual and train new faculty on advising processes.
KPI: Train new faculty on the use of the online mid-term and final grade entry system.
KPI: Fully implement Ellucian E-Advisor’s module.
4. Continue the Registrar’s Office expansion and campus-wide involvement efforts.
KPI: Refine KYCOM and graduate program registration, withdraw, drop/add, and graduation procedures and processes.
KPI: Complete the phasing out the old PCSOM computer database with academic transcripts from 1997-2011 by scanning into Image Now and producing a hard copy for record storage.
KPI: Continuing reviewing of 2012 KYCOM graduates and newer student’s academic transcript for accuracy.

5. Provide prospective transfer students accurate interpretations of institutional transfer credit policies, costs, and educational offerings.
KPI: Provide timely transfer evaluations to students.
KPI: Make necessary modifications to the transfer equivalency system ‘College Source’.

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**Academic Support Services**

**Global Education**

**2012-2013**

1. Begin intensive English courses in January.
KPI: Write and get approval of an Intensive English Program.
KPI: Once the IEP has been approved by SACs, recruit students.
KPI: Establish Intensive English courses based on the number of intensive English institute (IEI) students and their skill level.

2. Update and put into compliance all international students’ records in SEVIS and in Ellucian.
KPI: Work with admissions departments for undergraduate, graduate and the medical school in how to process international students.
KPI: The International Student Coordinator, and the director of Global Education get NAFSA training in processing visas in SEVIS.
KPI: Diann Whittier becomes the DSO and Dr. Sandy Kroh becomes the PDSO on campus.
3. Initiate support for international students.
KPI: Plan trips around Kentucky and neighboring States to broaden international students’ understanding of America.
KPI: Plan meals during school breaks when the cafeteria is closed for international students.
KPI: Plan on-campus activities for all UPIKE students that showcase cultures of our international students.

4. Promote study abroad for all UPIKE students.
KPI: Set up account for a study abroad scholarship.
KPI: Highlight a study abroad program once a month.
KPI: Initiate UPIKE’s own study abroad programs.
KPI: Develop a UPIKE center in China.

5. Write an MA in Teaching English to Speakers of Other Languages (TESOL) Program.
KPI: The program passes all UPIKE committees.
KPI: The program receives SACs approval for Fall 2013.

2013-2014

1. Run a complete and comprehensive Intensive English Program.
KPI: Have 6-10 students in all five skills at all three levels.
KPI: Enroll students from diverse backgrounds.
KPI: Hire an assistant director of the IEI program.
KPI: Conduct a faculty advising workshop on how to advise ESL students as they transition from ESL to their academic programs.

2. Continue to monitor international students’ records making sure UPIKE is in compliance with SEVIS.
KPI: Review all international student records.
KPI: Meet with all international students to update their documents.

3. Continue support for international students.
KPI: Plan trips around Kentucky and neighboring States to broaden international students’ understanding of America.
KPI: Plan meals during school breaks when the cafeteria is closed for international students.
KPI: Plan on-campus activities for all UPIKE students that showcase cultures of our international students.
KPI: Develop a multi-cultural center.

4. Promote study abroad for all UPIKE students.
KPI: Send 15% of UPIKE students abroad to study.
KPI: Highlight a study abroad program once a month.
KPI: Initiate UPIKE’s own study abroad programs.
KPI: Initiate programs taught in the UPIKE-China Center.
5. Begin M.A. in TESOL program.
   KPI: Start to recruit students in March 2013.
   KPI: Begin offering courses in Fall 2013.

2014-2015

1. Initiate a service-learning project for the IEI.
   KPI: Brainstorm with students different service-learning projects.
   KPI: Choose a service-learning project.
   KPI: Implement project.
   KPI: Students evaluate the project in a reflection paper.

2. Continue to monitor international students’ records making sure UPIKE is in compliance with SEVIS.
   KPI: Review all international student records.
   KPI: Meet with all international students to update their documents.

3. Continue support for international students.
   KPI: Plan trips around Kentucky and neighboring States to broaden international students’ understanding of America.
   KPI: Plan meals during school breaks when the cafeteria is closed for international students.
   KPI: Plan on-campus activities for all UPIKE students that showcase cultures of our international students.
   KPI: Students evaluate the use of the multi-cultural center by answering a survey.

4. Promote study abroad for all UPIKE students.
   KPI: Send 20% of UPIKE students abroad to study.
   KPI: Highlight a study abroad program once a month.
   KPI: Initiate UPIKE’s own study abroad programs.
   KPI: Evaluate the programs taught at the UPIKE-China Center.
   KPI: Increase the number of programs taught at the UPIKE-China Center.

5. Develop a capstone overseas experience for the M.A. TESOL program.
   KPI: Develop a capstone experience located at the UPIKE-China Center.
   KPI: Initiate the capstone experience in Fall 2015.

   Experiential Learning

2012-2013

1. Enhance and increase the number of enriching educational experiences at the University of Pikeville in an intentional, organized, funded, tracked, and assessed manner.
   KPI: The share of students who participate in the various experiential learning activities will be at least 44% of the degree-seeking undergraduate unduplicated enrollment.
KPI: Each of the six academic undergraduate divisions and at least one student club or organization will have a faculty/staff member successfully apply to sponsor an enriching educational experience.
KPI: At least 50% of participants will agree to share their experiences during the spring faculty orientation or some other public setting.
KPI: The mean Enriching Educational Experiences (EEE) for seniors on the NSSE will be at least 45.0.
KPI: The proportions of number of students within the types of experiences (field work/field trips, attendance at professional conferences, study away and internships, study abroad, and other out of classroom activities) will be within 50% of the anticipated numbers.
KPI: The proportions of funding for travel within the types of experiences (field work/field trips, attendance at professional conferences, study away and internships, study abroad, and other out of classroom activities) will be within 50% of the anticipated numbers.

2. Raise awareness and knowledge of Experiential Learning Program among the Faculty.
KPI: Participate in fall and spring faculty orientations.
KPI: Host special workshop for all faculty in both the fall 2012 and spring 2013.
KPI: Initiate and maintain Experiential Learning website.

3. Raise awareness and knowledge of Experiential Learning Program among students.
KPI: Initiate and maintain Experiential Learning website.
KPI: Director and Committee members will be available to speak to classes about the program.
KPI: Committee will host information booth at club day in fall.

4. Improve program by revising assessment methods and techniques.
KPI: Review assessment methods used at other institutions.
KPI: Devote Experiential Learning Committee meeting time to discussion of assessment methods.
KPI: Work with General Education Committee to align assessment strategies.
KPI: Revise assessment guidelines and communicate to campus community.

5. Improve program by revising and better defining funding expectations for projects.
KPI: Devote Experiential Learning Committee meeting time to reviewing project funding and making changes to funding guidelines and expectations.
KPI: Communicate funding guidelines to campus community.

6. Educate committee regarding new Global Education program.
KPI: Invite Global Education Director Committee meetings to make program presentation.

2013-2014

1. Enhance and increase the number of enriching educational experiences at the University of Pikeville in an intentional, organized, funded, tracked, and assessed manner.
KPI: The share of students who participate in the various experiential learning activities will be at least 48% of the degree-seeking undergraduate unduplicated enrollment.
KPI: Each of the six academic undergraduate divisions and at least one student club or organization will have a faculty/staff member successfully apply to sponsor an enriching educational experience.

KPI: At least 55% of participants will agree to share their experiences during the spring faculty orientation or some other public setting.

KPI: The mean Enriching Educational Experiences (EEE) for seniors on the NSSE will be at least 50.0.

KPI: The proportions of number of students within the types of experiences (field work/field trips, attendance at professional conferences, study away and internships, study abroad, and other out of classroom activities) will be within 50% of the anticipated numbers.

KPI: The proportions of funding for travel within the types of experiences (field work/field trips, attendance at professional conferences, study away and internships, study abroad, and other out of classroom activities) will be within 50% of the anticipated numbers.

2. Continue to raise awareness and knowledge of Experiential Learning Program among the Faculty.
   KPI: Participate in fall and spring faculty orientations.
   KPI: Host special workshop for all faculty in both the fall 2013 and spring 2014.

3. Raise awareness and knowledge of Experiential Learning Program among students.
   KPI: Maintain Experiential Learning website.
   KPI: Develop materials for use in FS100 courses.
   KPI: Committee will host information booth at club day in fall.

4. Improve program assessment methods and techniques.
   KPI: Communicate revised assessment guidelines to campus community.
   KPI: Begin collecting data based on revised assessments
   KPI: Continue to work with General Education Committee on aligning assessments.

5. Implement revised funding guidelines.
   KPI: Communicate funding guidelines to campus community.

2014-2015

1. Enhance and increase the number of enriching educational experiences at the University of Pikeville in an intentional, organized, funded, tracked, and assessed manner.
   KPI: The share of students who participate in the various experiential learning activities will be at least 53% of the degree-seeking undergraduate unduplicated enrollment.
   KPI: Each of the six academic undergraduate divisions and at least one student club or organization will have a faculty/staff member successfully apply to sponsor an enriching educational experience.
   KPI: At least 60% of participants will agree to share their experiences during the spring faculty orientation or some other public setting.
   KPI: The mean Enriching Educational Experiences (EEE) for seniors on the NSSE will be at least 55.0.
KPI: The proportions of number of students within the types of experiences (field work/field trips, attendance at professional conferences, study away and internships, study abroad, and other out of classroom activities) will be within 50% of the anticipated numbers.

KPI: The proportions of funding for travel within the types of experiences (field work/field trips, attendance at professional conferences, study away and internships, study abroad, and other out of classroom activities) will be within 50% of the anticipated numbers.

2. Develop internship program

KPI: Review internship programs at other universities as well as on campus.
KPI: Review UPIKE Internship Manual
KPI: Build relationships with local businesses and organization to host student interns.

**Academic Assistance Program**

**2012-2013**

1. To increase student academic success and contribute to higher retention rates, the Academic Assistance Center will provide academic support.

   KPI: Collaboration with Academic Dean, Federal Work Study program, and faculty to recruit qualified students to serve as peer tutors.
   KPI: Develop criteria for hiring peer assistants that ensures quality tutoring/academic assistance for UPIKE students.
   KPI: Develop and distribute to student assistants a policy/training manual.
   KPI: Prepare FERPA and responsibility forms to be signed by all student assistants.
   KPI: Compile Quick Review Resource Guide for assistants to refer to when working with students on any writing/composition assignment.

2. To provide services in a manner that effectively and efficiently fills the needs of the student population.

   KPI: Tailor the assistance program to fit the needs of the institution.
   KPI: Identify disciplines/areas of study where demand is highest.
   KPI: Analyze center usage to determine peak tutoring times for campus population.
   KPI: Maintain records of hours of tutor availability and actual hours of engagement with students.
   KPI: Develop resources, (handouts, study guides) to improve tutoring sessions and provide take-away assistance.
   KPI: Schedule sufficient classroom time and space to accommodate students' course schedules.
   KPI: Collaborate with athletic coaches and directors to provide study sessions as well as individual tutoring for athletes.
   KPI: Meet with athletic director and/or coaches in all sports to identify academic needs specific to student athletes.

3. To increase awareness of the Center and types of assistance provided among the student population and among the faculty in an effort to increase the number of UPIKE students taking advantage of academic services.
KPI: Student Assistants will prepare profile sheets with their names, major and courses they are providing assistance in to share with the faculty, Student Services, Ace and other stakeholders.

KPI: The Center Coordinator will continue to share scheduling information with faculty and other stakeholders.

KPI: The Center Coordinator will place informational signs/flyers in appropriate locations on campus.

2013-2014

1. To increase student academic success and contribute to higher retention rates, the Academic Assistance Center will provide academic support.

KPI: Continue to collaborate with Academic Dean, Federal Work Study program, and faculty to recruit qualified students to serve as peer tutors.

KPI: Develop criteria for hiring peer assistants that ensures quality tutoring/academic assistance for UPIKE students.

KPI: Continue to distribute the policy/training manual to student assistants.

KPI: Have all student assistants sign the FERPA and responsibility forms.

KPI: Continue to add to the Quick Review Resource Guide for assistants to refer to when working with students on any writing/composition assignment.

KPI: Begin developing Quick Review Resource Guides for mathematics and chemistry.

2. To provide services in a manner that effectively and efficiently fills the needs of the student population.

KPI: Tailor the assistance program to fit the needs of the institution.

KPI: Use data from previous semesters to prioritize content areas for hiring academic assistants.

KPI: Adjust schedule for the Center based on previous semester usage population.

KPI: Maintain records of hours of tutor availability and actual hours of engagement with students.

KPI: Develop resources, (handouts, study guides) to improve tutoring sessions and provide take-away assistance.

KPI: Schedule sufficient classroom time and space to accommodate students' course schedules.

KPI: Collaborate with athletic coaches and directors to provide study sessions as well as individual tutoring for athletes.

KPI: Meet with athletic director and/or coaches in all sports to identify academic needs specific to student athletes.

KPI: Promote growth among the academic assistants.

KPI: Develop and implement new training materials.

KPI: Research professional development options for academic peer tutoring and writing centers.

3. To increase awareness of the Center and types of assistance provided among the student population and among the faculty in an effort to increase the number of UPIKE students taking advantage of academic services.

KPI: Student Assistants will prepare profile sheets with their names, major and courses they are providing assistance in to share with the faculty, Student Services, Ace and other stakeholders.
KPI: The Center Coordinator will continue to share scheduling information with faculty and other stakeholders.
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2014-2015

1. To increase student academic success and contribute to higher retention rates, the Academic Assistance Center will provide academic support.
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KPI: Develop criteria for hiring peer assistants that ensures quality tutoring/academic assistance for UPIKE students.
KPI: Continue to distribute the policy/training manual to student assistants.
KPI: Have all student assistants sign the FERPA and responsibility forms.
KPI: Continue to add to the Quick Review Resource Guide for assistants to refer to when working with students on any writing/composition assignment.
KPI: Begin developing Quick Review Resource Guides for other areas.

2. To provide services in a manner that effectively and efficiently fills the needs of the student population.
KPI: Tailor the assistance program to fit the needs of the institution.
KPI: Use data from previous semesters to prioritize content areas for hiring academic assistants.
KPI: Adjust schedule for the Center based on previous semester usage population.
KPI: Maintain records of hours of tutor availability and actual hours of engagement with students.
KPI: Develop resources, (handouts, study guides) to improve tutoring sessions and provide take-away assistance.
KPI: Schedule sufficient classroom time and space to accommodate students' course schedules.
KPI: Collaborate with athletic coaches and directors to provide study sessions as well as individual tutoring for athletes.
KPI: Meet with athletic director and/or coaches in all sports to identify academic needs specific to student athletes.
KPI: Promote growth among the academic assistants.
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KPI: The Center Coordinator will place informational signs/flyers in appropriate locations on campus.

VICE PRESIDENT for HEALTH AFFAIRS

Dean’s Office, Kentucky College of Osteopathic Medicine

2012-2013

1. Assure appropriate facilities for delivery of KYCOM curriculum
   KPI: Complete transition (move) into new building
   KPI: Solve lecture hall design problem and implement solution

2. Assure appropriate faculty for delivery of KYCOM curriculum
   KPI: Complete hiring of additional faculty (OMM and FM) per class size increase plan

3. Assure appropriate staffing for support of KYCOM curriculum and student and alumni services
   KPI: Hire Assoc. Dean for Graduate Medical Education
   KPI: By July 1, 2013, add 1 FTE staff in Student Affairs and Clinical Education
   KPI: Reassess faculty and staff needs

4. Advocate for KYCOM at state and federal levels
   KPI: Achieve enhanced state support for KYCOM programs
   KPI: Obtain additional federal funding support for KYCOM through KY U.S. Congressional delegation
   KPI: Obtain HRSA Title VII grant in support of clinical curriculum and/or faculty development

5. Support maturation of University of Pikeville
   KPI: Establish University Academic Resource Center
   KPI: Identify and implement further collaborative opportunities between CAS and COM faculty and staff, especially unified faculty governance structure
   KPI: Establish University IRB
   KPI: Begin planning for expansion of UPike health professions programs

6. Expand osteopathic graduate medical education (OGME) capacity in Kentucky and region
   KPI: Establish two new OGME programs with a minimum of twelve new PGY1 positions

2013-2014

1. Assure appropriate faculty for delivery of KYCOM curriculum
   KPI: Add one new FTE clinical faculty member in a primary care discipline
2. Assure appropriate staffing for support of KYCOM curriculum and student and alumni services
   KPI: Add 1 FTE staff in Clinical Affairs

3. Develop interprofessional education opportunities within KYCOM curriculum
   KPI: Plan and implement IPE activities with UPike nursing program, utilizing CSTEC
   KPI: Develop plan for offering opportunities for IPE with outside groups

4. Support maturation of University of Pikeville
   KPI: Complete plan for start-up of first new health professions program for implementation in academic year 2014-2015
   KPI: Implement University faculty governance system

6. Maintain COCA accreditation status for KYCOM
   KPI: Appoint self-study committee and begin planning

2014-2015

1. Expand CME opportunities from KYCOM
   KPI: Add one new primary care CME program

2. Maintain COCA accreditation status for KYCOM
   KPI: Complete self-study and conduct successful full site survey

3. Advocate for KYCOM at state and federal levels
   KPI: Plan for legislative support for loan payback options for KYCOM grads practicing in KY
   KPI: Obtain additional HRSA Title VII grant in support of clinical curriculum and/or faculty development

4. Expand OGME in Kentucky
   KPI: Establish three new OGME programs with a minimum of twelve new PGY1 positions

Academic Affairs

2012-2013

1. Develop and implement ongoing review and evaluation of the curricula, and demonstrate application of the findings towards improvement of the educational program.
   KPI: Produce a detailed schedule of lecturer, topic, and location by August 2012.
   KPI: Have 100% of KYCOM full-time faculty write objectives for all lectures by September 2011.
   KPI: Purchase software for curriculum management by March 2013.
2. Develop and implement an ongoing faculty development program that is in keeping with the KYCOM mission and objectives.
KPI: Develop, along with the Director of Faculty Development, a plan for implementing faculty development for full-time and adjunct teaching faculty and for preceptors at affiliated clinical sites by August 2012.
KPI: Offer six faculty development opportunities for full-time faculty that address faculty responsibilities by May 2013.
KPI: Offer one faculty development opportunity for adjunct clinical faculty by November 2012.
KPI: Complete New Faculty Orientation Series (3 Sessions) by May 2013.
KPI: Complete a formal Needs Assessment Survey as follow-up to January 2012 informal survey and interviews with full-time faculty by February 2013.

3. Develop and maintain an ongoing process for pursuing federal grant opportunities
KPI: Prioritize funding opportunities for the academic year by September 2012.
KPI: Apply for two federal grants in priority areas by June 2013.
KPI: Receive one federal grant in a priority area by May 2013.

4. Develop and maintain a question bank for KYCOM integrated exams.
KPI: Catalog all current exam questions by writer, discipline, subtopic, and performance by June 2013.
KPI: Utilize results from exam question performance by item writer as part of the faculty development program by June 2013.
KPI: Have all exam questions formatted for use in computer-based testing for KYCOM students by June 2013.
KPI: Implement computer-based testing for first-year KYCOM students as a single, comprehensive exam by August 2012.

5. Develop a strategy for creating an Academic Resource Center (ARC) at the University of Pikeville.
KPI: Form a committee to oversee the creation of the ARC by February 2013.
KPI: Meet with the newly formed committee to discuss the ARC by June 2013.
KPI: Devise a plan for ensuring the success of KYCOM students on COMLEX Level-1 and Level-2CE by December 2012.

2013-2014

1. Develop and implement ongoing review and evaluation of the curricula, and demonstrate application of the findings towards improvement of the educational program.
KPI: Produce a detailed schedule of lecturer, topic, and location by August 2013.
KPI: Have 100% of KYCOM full-time faculty write objectives for all lectures by September 2013.
KPI: Implement curriculum management software throughout curriculum by August 2013.

2. Develop and implement an ongoing faculty development program that is in keeping with the KYCOM mission and objectives.
KPI: Develop, along with the Director of Faculty Development, a plan for implementing faculty development for full-time and adjunct teaching faculty and for preceptors at affiliated clinical sites by August 2013.

KPI: Offer six faculty development opportunities for full-time faculty that address faculty responsibilities by May 2014.

KPI: Formalize a new faculty orientation program that occurs over the first year of employment for KYCOM faculty.

KPI: Conduct a formal needs assessment with adjuncts and preceptors by July 2014.

KPI: Hold one meetings with regional medical directors or core site coordinators designed to improve preceptor performance by June 2014.

KPI: Hold one meeting with adjunct teaching faculty designed to improve teaching performance by June 2014.

3. Develop and maintain an ongoing process for pursuing federal grant opportunities

KPI: Prioritize funding opportunities for the academic year by September 2013.

KPI: Apply for two federal grants in priority areas by June 2014.

KPI: Receive one federal grant in a priority area by June 2014.

4. Develop and maintain a question bank for KYCOM integrated exams.

KPI: Catalog all current exam questions by writer, discipline, subtopic, and performance by June 2014.

KPI: Utilize results from exam question performance by item writer as part of the faculty development program by June 2014.

KPI: Implement computer-based testing for both first and second-year students by September of 2013.

5. Develop a strategy for creating an Academic Resource Center (ARC) at the University of Pikeville.

KPI: Decide on resources, space, and staffing needed for ARC by October 2013.

KPI: Begin construction or remodeling for ARC by June 2014.

KPI: Improve pass rates of KYCOM students on COMLEX Level-1 and Level-2CE by a minimum of three rankings compared to national pass rates by June 2014.

2014-2015

1. Develop and implement ongoing review and evaluation of the curricula, and demonstrate application of the findings towards improvement of the educational program.

KPI: Produce a detailed schedule of lecturer, topic, and location by August 2014.

KPI: Have 100% of KYCOM full-time and adjunct teaching faculty write objectives for all lectures by September 2014.

KPI: Evaluate the effectiveness of the curriculum management software for assessing core competency and accreditation goals by June 2015.

2. Develop and implement an ongoing faculty development program that is in keeping with the KYCOM mission and objectives.
KPI: Develop, along with the Director of Faculty Development, a plan for implementing faculty development for full-time and adjunct teaching faculty and for preceptors at affiliated clinical sites by August 2014.
KPI: Offer six faculty development opportunities for full-time faculty that address faculty responsibilities by May 2015.
KPI: Hold two meetings with regional medical directors or core site coordinators designed to improve preceptor performance by June 2014.
KPI: Hold two meetings with adjunct teaching faculty designed to improve teaching performance by June 2014.

3. Develop and maintain an ongoing process for pursuing federal grant opportunities
KPI: Prioritize funding opportunities for the academic year by September 2014.
KPI: Apply for two federal grants in priority areas by June 2015.
KPI: Receive one federal grant in a priority area by June 2015.

4. Develop and maintain a question bank for KYCOM integrated exams.
KPI: Catalog all current exam questions by writer, discipline, subtopic, and performance by June 2015.
KPI: Utilize results from exam question performance by item writer as part of the faculty development program by June 2015.
KPI: Assess the effectiveness of and satisfaction with computer-based testing in the fall of 2015.

5. Develop a strategy for creating an Academic Resource Center (ARC) at the University of Pikeville.
KPI: Complete construction of ARC by October 2014.
KPI: Hire staff for ARC by October 2014.
KPI: Open ARC for campus students by January 2015.
KPI: Improve pass rates of KYCOM students on COMLEX Level-1 and Level-2CE by a minimum of three rankings compared to national pass rates by June 2015.

Basic Science

Clinical Science

2012-13

1. Provide instruction at rotation sites to develop better means to achieve objectives of 3rd yr. clinical curriculum.
KPI: Continue KYCOM visibility and familiarity at core rotation sites by personal visits to a minimum of half of our established facilities at least once every two years, and participation in faculty development conferences as measured by Adherence to core curriculum, Site participation with COMAT exams, Numbers of available seats for KYCOM students, Attendance at Development Conferences, and Availability of new core curriculum sites.
KPI: Support the educational efforts of the clinical adjunct faculty by meeting with faculty members during rotation site visits, and prompt follow-up of any communications. Student outcomes measured by Submittals of the KYCOM student assessment form; Submittals of the Rotation Assessment Form; and COMAT scores at or near the national mean.

KPI: Support the regional hubsites with the management of KYCOM students by routine contact with all rotation site coordinators, i.e. regular visits, maintenance of regular telephone and e-mail communication, and prompt response to any communicated inquiries, as measured by Adherence to the core curriculum and its scheduling; Site participation with COMAT exams, and COMAT scores at or near the national mean; Numbers of available seats for KYCOM students; and Attendance at Development Conferences.

KPI: Encourage better understanding of concepts introduced during the pre-clinical years by site visits with students, prompt communications with students, prompt return of all submitted written case presentations, and on-line journal club discussions, as measured by COMAT discipline exam scores at or near the national mean and First time success on COMLEX Level 2CE and Level 2PE examinations.

KPI: Communicate all student concerns with the KYCOM staff within 3 days of receiving communication from a student, as measured by graduating class student surveys.

2. Implement the clinical clerkship training curricula to achieve the KYCOM mission and objectives, i.e. achieve clinical competencies, and recruit KYCOM graduates to Appalachia and similar communities.

KPI: Class of 2014 to meet during summer 2013 to take “The Clinical Capstone Course” which includes a simulated standardized patient examination program, a practice COMSAE exam which correlates to the COMLEX Level 2CE exam, and delivery of a formal clinical presentation. Success as measured by First time success on COMLEX Level 2PE, First time COMLEX Level 2CE pass rates, and First time success for match into OGME Residency Positions.

KPI: Class of 2014 to submit three written case presentations per year for review and personal feedback. Success as measured by COMLEX Level 2PE first attempt pass rate.

KPI: Develop better approaches to improved student literacy by education of adjunct faculty in approaches to review student’s progress notes during 2012-13 clinical rotations, as measured by Performance at summer “Clinical Capstone Course” and First time pass rate on COMLEX Level 2CE and Level 2PE.

KPI: Develop better approaches to student literacy by reviewing a sample of each student’s progress notes during visits to selected rotation sites in 2012-2013, as measured by Performance at summer “Clinical Capstone Course”; Results on Journal Club Quizzes; Reading Log entries, i.e. quantity and reputation of publication choices; and First time pass rate on COMLEX Level 2CE and Level 2PE.

KPI: Explore the efficacy of the currently used COMAT examinations in Family Medicine, Internal Medicine, Women's Health, Pediatrics, Surgery, Osteopathic Principles & Practices and Psychiatry, released by NBOME, to demonstrate mastery of core competencies, as measured by Student scores developed with national reference points and COMLEX Level 2CE results for Class of 2014.

KPI: Assess clinical knowledge, and evaluate efficacy of 3rd year core curriculum and regional training patterns with use of monthly “End of Service” exam, “The Comprehensive Osteopathic
Medical Achievement Test (COMAT), purchased from NBOME, as measured by Comparative regional discipline scores, COMAT scores of KYCOM students with national reference points, and Patterns of individual results in comparison to pre-clinical performance data (COMLEX Level 1 results, Block Exam performance data, and Class Rank)

KPI : Promote scholarly activity with on-line journal club meetings facilitated by “Prescriber’s Letter” and KYCOM faculty. The programs will be informal, meet monthly, and composed of small groups of both third and fourth year KYCOM osteopathic medical students. The program will convene twelve sessions per year. Each student will be required to attend one session per year, and may attend all electively. Progress as measured by Attendance Records for convened sessions; Reading Log entries; Participation in national student programs, e.g. attendance at OMED, ACOFP, AAO Convocation; and Participation in research activities.

KPI : Encourage among clinical deans from regional colleges of osteopathic medicine development of a common clinical curriculum among the COMS. This will be achieved by availability of reference copies of the current clinical rotations manual at all clinical sites. Progress will be measured by Ability to deliver KYCOM core clinical coursework to at least six of our students at clinical sites populated by multiple schools; and Reports by regional clinical coordinators, relative to the ease of scheduling for core rotation assignments of KYCOM 3rd yr. students.

3. Community Development

KPI : Encourage KYCOM participation in health fairs to acclimatize students to the medical needs of Appalachia, and familiarize the community with its osteopathic neighbor. Progress measured by invitations for, and student participation at DO’s on the GO – students perform health screening and perform OMT (avg. 6/yr); Annual National College Health Fair, Pikeville, KY; Annual American Cancer Society Walk for Life, Pikeville, KY; Annual March of Dimes Walk, Pikeville, KY; Annual Eastern Kentucky Leadership Meeting; and KY Remote Area Expeditions in KY, VA and TN.

KPI : The KYCOM OMT Clinic has served as a community resource since 2005. The clinic functions to assist local physicians with the treatment of their patients, to survey patients for previously undiagnosed health issues, to serve as an alternate site for family medicine resident training, and to acquaint osteopathic medical students to the medical problems within Appalachia. The OMT clinic additionally serves as a clinical training center for undergraduate medical students at all levels. Measures of success include Annual patient census; Detection of cardiovascular disease, lung disease, diabetes and metabolic disorders in eastern Kentucky; and Decrease of smoking within patient census of KYCOM OMT Clinic.

4. Development of Regional Hubsites

KPI : Explore potential clinical core site opportunities during 2012-13, and continue to develop existent new sites, as measured by increased site availabilities for the Class of 2015 at Caldwell Memorial Hospital, Lenoir, NC; Lake Cumberland Regional Hospital, Somerset, KY; Lakeway Regional Hospital, Morristown, TN; Purchase Area Hospital Partners (within 13 county region); Owensboro Medical Health System, Owensboro, KY; St. Joseph’s Hospital, Mt. Sterling, KY; Kings Daughters Hospital, Ashland, KY; Taylor Regional Medical Center, Campbellsville, KY; Hardin Memorial Hospital, Elizabethtown, KY; and Adena Medical Center, Chillicothe, OH.
KPI: Collaborate with the regional Osteopathic Postgraduate Training Institute to increase regional student capacity by the development of new primary care residency training programs, as measured by increased OGME positions for KYCOM graduates. (Meadowview Hospital, Maysville, KY; Twelve County Purchase Area KY Consortium with the three KY Medical Schools; Taylor Regional Medical Center, Campbellsville, KY; Lake Cumberland Regional Hospital, Somerset, KY; and Owensboro Medical Health System, Owensboro, KY)

KPI: Faculty and Staff Development at Current Clinical Rotation Sites, as measured by increased student capacity and adjunct faculty recruitment, responses on the KYCOM Student Assessment Form and the KYCOM Rotation Site Evaluation Form. (Educate hospitals on efficient methods to manage students – address staff meetings; Educate new preceptors on teaching approaches – The Preceptor Manual; Continue to recruit physicians in disciplines of surgery, women’s health, family medicine and pediatrics.)

KPI: Target rotation sites with growth potential: provide support, and organization in preparation for the greater student capacity needs in the years to come, as measured by increased hubsite student capacity. Meet with program directors in the field to assess organizational needs and budgetary support from KYCOM. (Taylor Regional Hospital, Campbellsville, KY; Caldwell Memorial Hospital, Lenoir, TN; Twelve County Purchase Area KY Consortium of Hospitals)

2013-2014

1. Aims include to (1) increase the available preceptors, educate preceptors, and cultivate alumni participation as preceptors and (2) the development of graduate medical residencies in three of KYCOM’s regional hubsites, continued preceptor recruitment and education, and continued efforts to improve communication skills of students on clinical rotation.

KPI: Provide financial stimulus to encourage expansion of capacity within hubsites, in the form of per student compensation, educational resource support, and organizational staff compensation. Success as guided by Increased number of new adjunct professors (per site) in “needed areas” of gynecology, pediatrics and general surgery; Delivery of at least one discipline lecture to KYCOM students per site, per month; Increased coordinator participation as a COMAT proctor; and Achievement of a minimum census of six students at each qualified KYCOM hubsite.

KPI: Meet KYCOM’s mission to serve the people of Appalachia and similar communities, as measured by the demographics of KYCOM graduates in practice (aim for a minimum of one-quarter retention of graduates from current regional residency programs).

KPI: Assist student affairs by at least one visit to the offices of practicing alumni in hubsite regions per year, and attendance at regional health fairs.

KPI: Encourage participation of non-teaching hospitals in the AOA OGME programs. Greater participation has potential for potential existing residency FTE’s, as well as increased student opportunities. (Lakeway Regional Medical Center, Morristown, TN; Caldwell Memorial Hospital, Lenoir, NC; Taylor Regional Hospital, Campbellsville, KY; Twelve County Purchase Area KY Consortium of Hospitals; Hardin Memorial Hospital, Elizabethtown, KY; Meadowview Hospital, Maysville, KY; and Owensboro Medical Health System, Owensboro, KY)

KPI: Continue visits to the offices of practicing alumni in hubsite regions (at least twelve per year) to encourage alumni participation in KYCOM programs. (Serve as a KYCOM preceptor;
Attend Annual Alumni CME; Attend Annual Pediatrics Symposium; Attend KYCOM reception at OMED; and Serve as donor to future KYCOM initiatives)

KPI: Encourage during hospital visitations that an effort is made to meet KYCOM’s mission to serve the people of Appalachia and similar communities, as measured by the employment of KYCOM graduates to practice (aim for a minimum of one-quarter retention of graduates from the four regional residency programs).

KPI: Continue to educate hospitals on efficient ways to manage students with the aim to increase site opportunities to a minimum capacity of six students. Continue to evaluate budgetary considerations in preparation for the expanded needs of the 2014-15 academic year.

KPI: Physician preceptor recruitment focus will be concentrated on medical disciplines of surgery, women’s health, osteopathic manipulative treatment, and pediatrics. The annual aim will be to maintain two practices per discipline per year in each hubsite.

KPI: Continue to work with upgrades of the core third year clinical curriculum to aim for a 90% first-time COMLEX-USA Level 2CE pass rate.

KPI: Maintain telephone, e-mail and in-person communications with students on clinical rotations in support of future alumni efforts as well as efforts to enable student success. The aim will be measured by student evaluations of clinical rotations, and the graduating student survey.

2014-2015

1. Aims include to (1) increase the available preceptors, educate preceptors, and cultivate alumni participation as preceptors and (2) the development of graduate medical residencies in three of KYCOM’s regional hubsites, continued preceptor recruitment and education, and continued efforts to improve communication skills of students on clinical rotation.

KPI: Provide financial stimulus to encourage expansion of capacity within hubsites, in the form of per student compensation, educational resource support, and organizational staff compensation. Success as guided by Increased number of new adjunct professors (per site) in “needed areas” of gynecology, pediatrics and general surgery; Delivery of at least one discipline lecture to KYCOM students per site, per month; Increased coordinator participation as a COMAT proctor; and Achievement of a minimum census of six students at each qualified KYCOM hubsite.

KPI: Meet KYCOM’s mission to serve the people of Appalachia and similar communities, as measured by the demographics of KYCOM graduates in practice (aim for a minimum of one-quarter retention of graduates from current regional residency programs).

KPI: Assist student affairs by at least one visit to the offices of practicing alumni in hubsite regions per year, and attendance at regional health fairs.

KPI: Encourage participation of non-teaching hospitals in the AOA OGME programs. Greater participation has potential for potential existing residency FTE’s, as well as increased student opportunities. (Lakeway Regional Medical Center, Morristown, TN; Caldwell Memorial Hospital, Lenoir, NC; Taylor Regional Hospital, Campbellsville, KY; Twelve County Purchase Area KY Consortium of Hospitals; Hardin Memorial Hospital, Elizabethtown, KY; Meadowview Hospital, Maysville, KY; and Owensboro Medical Health System, Owensboro, KY)

KPI: Continue visits to the offices of practicing alumni in hubsite regions (at least twelve per year) to encourage alumni participation in KYCOM programs. (Serve as a KYCOM preceptor;
Attend Annual Alumni CME; Attend Annual Pediatrics Symposium; Attend KYCOM reception at OMED; and Serve as donor to future KYCOM initiatives).
KPI : Encourage during hospital visitations that an effort is made to meet KYCOM’s mission to serve the people of Appalachia and similar communities, as measured by the employment of KYCOM graduates to practice (aim for a minimum of one-quarter retention of graduates from the four regional residency programs).
KPI : Continue to educate hospitals on efficient ways to manage students with the aim to increase site opportunities to a minimum capacity of six students. Continue to evaluate budgetary considerations in preparation for the expanded needs of the 2015-16 academic year.
KPI : Physician preceptor recruitment focus will be concentrated on medical disciplines of surgery, women’s health, osteopathic manipulative treatment, and pediatrics. The annual aim will be to maintain two practices per discipline per year in each hubsite.
KPI : Continue to work with upgrades of the core third year clinical curriculum to aim for a 90% first-time COMLEX-USA Level 2CE pass rate.
KPI : Maintain telephone, e-mail and in-person communications with students on clinical rotations in support of future alumni efforts as well as efforts to enable student success. The aim will be measured by student evaluations of clinical rotations, and the graduating student survey.

Osteopathic Clinical Education

2012-2013

1. Provide each medical student the personal and professional skills in Family Medicine necessary to improve health care services in the Appalachian region.
KPI : As an initial metric, monitor student passing scores and its comparison to national norm data for all students taking COMLEX Level 2-CE for 2010, 2011, and 2012 rolling 3-year average and 5-year average
KPI : Improve first time pass rate of COMLEX Level 2-CE by 10% for 2010, 2011, 2012 rolling 3-year and 5-year evaluation average.
KPI : As an initial metric, monitor second, third and 4th time pass rates of COMLEX Level 2-CE for 2010, 2011, and 2012 rolling 3-year average.
KPI : As an initial metric, review clinical subject scores (e.g. Surgery, OB/GYN, Psychiatry, Family Medicine, Internal Medicine, Pediatrics, Emergency Medicine) and its comparison to national norm data for all students taking COMLEX Level 2-CE for 2010, 2011, and 2012 rolling 3-year average.
KPI : As an initial metric, review Physician Skills scores (e.g. Health Promotion and Disease Prevention, History & Physicals. Diagnosis Tech, Management, Science, and Health Care) and its comparison to national norm data for all students taking COMLEX Level 2-CE for 2010, 2011, and 2012 rolling 3-year average.
KPI : Improve first time pass rate of COMLEX Level 2-PE to 90% for 2010, 2011, 2012 rolling 3-year evaluation average.
KPI : As an initial metric, monitor completion data of NBOME examinations, including initial matriculation, COMLEX Level 1-CE, COMLEX Level 2-CE, COMLEX Level 2-PE, and COMLEX Level 3 for all students matriculating into KYCOM
KPI: By January 2013 review budget associated with the Clinical Skills Training and Evaluation Center (CSTEC), including OSCE’s (Objective Structured Clinical Evaluations), Human Models, and patient simulation usage.

2. Maintain a community of high-quality Family Medicine faculty who are dedicated to meeting the individual needs of students and who promote a caring and supportive environment conducive to learning.
KPI: Working in collaboration with the associate dean for academic affairs and the director for faculty development, establish additional faculty development programs for first and second year didactic clinical faculty programs by May, 2013.
KPI: By January 2013, establish all second year clinical rotations be under the guidance of primary care physicians (Family Medicine, Pediatrics, General Internal Medicine, Hospital Medicine, OB/GYN, and EM)
KPI: Recruit one ACOFP board-certified Family physician to participate in the clinical medical curriculum in Clinical Skills, Clinical Skills Practicum I & II, and other courses as required by the dean.
KPI: Identify additional part-time clinical faculty to be utilized in Clinical Skills laboratory activities, including OSCE’s and Human Models.
KPI: Identify additional full-time clinical faculty to be recruited for future class expansion accreditation requirements.

3. Provide students with the ability to utilize osteopathic philosophy, principles, and practices, including the application of osteopathic manipulative treatment into an appropriate medical care plan for the patient.
KPI: As an initial metric, monitor OPP/OMM scores with respect to COMLEX Level 1-CE for 2010, 2011, 2012 rolling 3-year and 5-year evaluation average.
KPI: Improve OPP/OMM scores with respect to COMLEX Level 2-CE by 10% for 2010, 2011, and 2012 rolling 3-year and 5-year evaluation average.
KPI: By January 2013 review budget associated with the Department of Osteopathic Principles and Practice with respect to the delivery of OPP/OMM education, including OSCE’s (Objective Structured Clinical Evaluations) and patient simulation usage.
KPI: Recruit one Neuromuscular Medicine (NMM) board-certified physician or ACOFP board-certified Family Physician with additional training/expertise in neuromuscular medicine to participate in the clinical medical curriculum within the Department of Osteopathic Principles and Practice, and other courses as required by the dean.
KPI: Identify additional part-time clinical faculty to be utilized in laboratory education in Osteopathic Principles and Practice, including OSCE’s.
KPI: Identify additional full-time clinical faculty to be recruited for future class expansion accreditation requirements.

4. Provide GME programs in Appalachia to graduates of KYCOM and other colleges of osteopathic medicine.
KPI: By June 2013, establish at least two new GME programs in A-OPTIC.
KPI: Develop graduate medical educational programs within A-OPTIC which are specifically identified as KYCOM regional core sites.
KPI: Acquire an administrative director for KYCOM graduate medical education which will develop further GME programs through A-OPTIC.

2013-2014

1. Provide each medical student the personal and professional skills in Family Medicine necessary to improve health care services in the Appalachian region.
KPI: Improve student passing scores and its comparison to national norm data by 10% for all students taking COMLEX Level 2-CE for 2011, 2012, and 2013 rolling 3-year average and 5-year average.
KPI: Improve first time pass rate of COMLEX Level 2-CE by 10% for 2011, 2012, 2013 rolling 3-year and 5-year evaluation average.
KPI: Improve second, third and 4th time pass rates of COMLEX Level 2-CE by 10% for 2011, 2012, and 2013 rolling 3-year average.
KPI: Improve clinical subject scores (e.g. Surgery, OB/GYN, Psychiatry, Family Medicine, Internal Medicine, Pediatrics, Emergency Medicine) and its comparison to national norm data for all students taking COMLEX Level 2-CE by 10% for 2011, 2012, and 2013 rolling 3-year average.
KPI: Improve Physician Skills scores (e.g. Health Promotion and Disease Prevention, History & Physicals. Diagnosis Tech, Management, Science, and Health Care) and its comparison to national norm data for all students taking COMLEX Level 2-CE by 10% for 2011, 2012, and 2013 rolling 3-year average.
KPI: Improve first time pass rate of COMLEX Level 2-PE to 92% for 2011, 2012, 2013 rolling 3-year evaluation average.
KPI: Continue to monitor completion data of NBOME examinations, including initial matriculation, COMLEX Level 1-CE, COMLEX Level 2-CE, COMLEX Level 2-PE, and COMLEX Level 3 for all students matriculating into KYCOM.
KPI: By January 2014 review budget associated with the Clinical Skills Training and Evaluation Center (CSTEC), including OSCE’s (Objective Structured Clinical Evaluations), Human Models, and patient simulation usage.

2. Maintain a community of high-quality Family Medicine faculty who are dedicated to meeting the individual needs of students and who promote a caring and supportive environment conducive to learning.
KPI: Working in collaboration with the associate dean for academic affairs and the director for faculty development, establish additional faculty development programs for first and second year didactic clinical faculty programs by May, 2014.
KPI: By January 2014, establish all second year clinical rotations be under the guidance of primary care physicians (Family Medicine, Pediatrics, General Internal Medicine, Hospital Medicine, OB/GYN, and EM).
KPI: Recruit one ACOFP board-certified Family physician to participate in the clinical medical curriculum in Clinical Skills, Clinical Skills Practicum I & II, and other courses as required by the dean.
KPI: Identify additional part-time clinical faculty to be utilized in Clinical Skills laboratory activities, including OSCE’s and Human Models.
KPI: Identify additional full-time clinical faculty to be recruited for future class expansion accreditation requirements.

3. Provide students with the ability to utilize osteopathic philosophy, principles, and practices, including the application of osteopathic manipulative treatment into an appropriate medical care plan for the patient.
KPI: Improve OPP/OMM scores with respect to COMLEX Level 1-CE by 10% for 2011, 2012, 2013 rolling 3-year and 5-year evaluation average.
KPI: Improve OPP/OMM scores with respect to COMLEX Level 2-CE by 10% for 2011, 2012, and 2013 rolling 3-year and 5-year evaluation average.
KPI: By January 2014 review budget associated with the Department of Osteopathic Principles and Practice with respect to the delivery of OPP/OMM education, including OSCE’s (Objective Structured Clinical Evaluations) and patient simulation usage.
KPI: Recruit one Neuromuscular Medicine (NMM) board-certified physician or ACOFP board-certified Family Physician with additional training/expertise in neuromuscular medicine to participate in the clinical medical curriculum within the Department of Osteopathic Principles and Practice, and other courses as required by the dean.
KPI: Identify additional part-time clinical faculty to be utilized in laboratory education in Osteopathic Principles and Practice, including OSCE’s.
KPI: Identify additional full-time clinical faculty to be recruited for future class expansion accreditation requirements.

4. Provide GME programs in Appalachia to graduates of KYCOM and other colleges of osteopathic medicine.
KPI: By June 2014, establish at least two new GME programs in A-OPTIC.
KPI: Develop graduate medical educational programs within A-OPTIC which are specifically identified as KYCOM regional core sites.
KPI: By January 2014, re-evaluate personnel needs for graduate medical education

2014-2015

1. Provide each medical student the personal and professional skills in Family Medicine necessary to improve health care services in the Appalachian region.
KPI: Improve student passing scores and its comparison to national norm data by 10% for all students taking COMLEX Level 2-CE for 2012, 2013, and 2014 rolling 3-year average and 5-year average
KPI: Improve first time pass rate of COMLEX Level 2-CE by 10% for 2012, 2013, 2014 rolling 3-year and 5-year evaluation average.
KPI: Improve second, third and 4th time pass rates of COMLEX Level 2-CE by 10% for 2012, 2013, and 2014 rolling 3-year average.
KPI: Improve clinical subject scores (e.g. Surgery, OB/GYN, Psychiatry, Family Medicine, Internal Medicine, Pediatrics, Emergency Medicine) and its comparison to national norm data for all students taking COMLEX Level 2-CE by 10% for 2012, 2013, and 2014 rolling 3-year average.
KPI: Improve Physician Skills scores (e.g. Health Promotion and Disease Prevention, History & Physicals, Diagnosis Tech, Management, Science, and Health Care) and its comparison to national norm data for all students taking COMLEX Level 2-CE by 10% for 2012, 2013, and 2014 rolling 3-year average.

KPI: Improve first time pass rate of COMLEX Level 2-PE to 95% for 2012, 2013, 2014 rolling 3-year evaluation average.

KPI: Continue to monitor completion data of NBOME examinations, including initial matriculation, COMLEX Level 1-CE, COMLEX Level 2-CE, COMLEX Level 2-PE, and COMLEX Level 3 for all students matriculating into KYCOM.

KPI: By January 2015 review budget associated with the Clinical Skills Training and Evaluation Center (CSTEC), including OSCE’s (Objective Structured Clinical Evaluations), Human Models, and patient simulation usage.

2. Maintain a community of high-quality Family Medicine faculty who are dedicated to meeting the individual needs of students and who promote a caring and supportive environment conducive to learning.

KPI: Working in collaboration with the associate dean for academic affairs and the director for faculty development, establish additional faculty development programs for first and second year didactic clinical faculty programs by May, 2015.

KPI: By January 2015, establish all second year clinical rotations be under the guidance of primary care physicians (Family Medicine, Pediatrics, General Internal Medicine, Hospital Medicine, OB/GYN, and EM).

KPI: By January, 2015, assess the personnel needs for the department of Family Medicine, including full-time and part-time clinical faculty.

KPI: With collaboration with the associate dean for clinical sciences, continue to develop and deliver 3rd year didactic instruction in clinical medical education through distance learning.

3. Provide students with the ability to utilize osteopathic philosophy, principles, and practices, including the application of osteopathic manipulative treatment into an appropriate medical care plan for the patient.

KPI: Improve OPP/OMM scores with respect to COMLEX Level 1-CE by 10% for 2012, 2013, 2014 rolling 3-year and 5-year evaluation average.

KPI: Improve OPP/OMM scores with respect to COMLEX Level 2-CE by 10% for 2012, 2013, and 2014 rolling 3-year and 5-year evaluation average.

KPI: By January 2015 review budget associated with the Department of Osteopathic Principles and Practice with respect to the delivery of OPP/OMM education, including OSCE’s (Objective Structured Clinical Evaluations) and patient simulation usage.

KPI: By January 2015 assess the personnel needs for the department of Osteopathic Principles and Practice, including full-time and part-time clinical faculty.

KPI: With collaboration with the associate dean for clinical sciences, continue to develop and deliver 3rd year didactic instruction in OPP/OMM education through distance learning.

4. Provide GME programs in Appalachia to graduates of KYCOM and other colleges of osteopathic medicine.

KPI: By June 2015, establish at least two new GME programs in A-OPTIC.
KPI: Develop graduate medical educational programs within A-OPTIC which are specifically identified as KYCOM regional core sites
KPI: By January 2015, re-evaluate personnel needs for graduate medical education.

**Division of Nursing (Dual Reporting)**

**2012-2013**

1. Continue the growth of a quality RN-BSN program as it enters into its second year of operation
   KPI: By November 2012, analyze current evaluation measures for RN-BSN student learning outcomes and revise as necessary.
   KPI: By December 2012, submit a Self-Study Report to the National League for Nursing Accrediting Commission (NLNAC) that addresses the NLNAC’s six required standards for baccalaureate programs.
   KPI: Host a successful NLNAC site visit for the RN-BSN program in February 2013 as evidenced by a positive exit report and achievement of initial accreditation at NLNAC’s July meeting.

2. Continue to strengthen the RN-BSN program to serve the University’s regional market.
   KPI: By November 2012, finalize a Curriculum Committee proposal to revise selected aspects of RN-BSN curriculum such as course credit, course pre-requisites, and/or student learning outcomes.
   KPI: Following the February 2013 NLNAC site visit, continue with targeted advertising for RN-BSN program through routes such as bulk mailing within 9-county KC4$ area, PIKE TV, and recruitment visits to nursing schools and clinical agencies.
   KPI: By May 2013, work with Office of Development to strengthen network with Nursing alumni and establish a fundraising campaign.
   KPI: By May 2013, in collaboration with Public Affairs, finalize revisions to the RN-BSN website for presentation of information in a visually appealing manner.
   KPI: By August 2013, increase the admission of RN-BSN students to at least 10 students.

3. Finalize a modern environment for the Division of Nursing’s A.D.N. and RN-BSN program.
   KPI: By January 2013, appropriate University departments will prioritize clean-up of NUR Division environment with replacement of REC 303/304 classroom window blinds and carpet, fix Symposium connector in REC 304, fix shelves in NUR break room, and other needs to be determined.
   KPI: By January 2013, establish a full discussion with KYCOM for development of at least one interdisciplinary learning activity that includes utilization of the KYCOM’s simulation lab.
   KPI: By May 2013, purchase additional major equipment at approximately $30,000 to maximize simulation skills such as an automated medication cart to retrieve and scan demo medications, an emergency crash cart, cubicle curtains, and efficient space utilization.
4. Analyze the Division of Nursing organizational structure and faculty development for the continued quality of the A.D.N. and RN-BSN programs.
KPI: By December 2012, the University V.P. of the College of Arts and Sciences, Dean of Health Affairs, and Nursing Division Chair will finalize the mechanisms within the new University organizational chart that places the Nursing Chair in a dual reporting situation.
KPI: By March 2013, fill the faculty position in nursing by hiring one full-time faculty who holds at least a Master’s of Science degree in Nursing.
KPI: Plan for faculty development in nursing education, such as simulation, informatics, and other emerging technologies.
KPI: Plan for an interim Division Chair in Nursing in Fall 2013 for the Nursing Chair’s sabbatical in Fall 2013.
KPI: During 2012-2013, start planning for Kentucky Board of Nursing site visit in either November 2013 or Spring 2014.

2013-2014

1. Continue and enhance the quality of the Elizabeth Akers Elliott two-year A.D.N. program
KPI: By Fall 2013, revise the A.D.N. program philosophy and student learning outcomes to reflect current standards of practice such as NLN Competencies (2010) and QSEN (2008).
KPI: By Spring 2014, enhance integration of emerging technologies in learning activities for all nursing courses.
KPI: Host a successful Kentucky Board of Nursing (KBN) program evaluation visit, planned for either late fall 2013 or early Spring 2014.
KPI: By May 2014, explore the possibility of NLNAC accreditation for the two-year A.D.N. program

2. Improve experiential learning opportunities in both the A.D.N. and RN-BSN curriculum.
KPI: By December 2013, seek opportunities for RN-BSN presentation of projects or research in local, state, or national venues.
KPI: By March 2014, a cohort of A.D.N. students will participate in at least one experiential learning opportunity per semester.

2014-2015

1. Stabilize current offerings in Nursing while exploring feasibility of new nursing programs
KPI: Stabilize the structure and organization of all program offerings within the Division of Nursing.
KPI: Explore feasibility of a generic BSN program.

2. Establish inter-disciplinary and collaborative learning activities with relevant disciplines and clinical agencies
KPI: Collaborate with relevant stakeholders (Social Work, KYCOM, PMC) on interdisciplinary and articulation agreements to advance learning in a healthcare environment based on national standards.
Student Affairs

2012-2013

1. Promote attainment of KYCOM’s mission by targeting KY residents for admission.
KPI: Hold recruitment programs and/or exhibits at 2012 AOA OMED annual meeting in San Diego and at June 2013 KOMA annual meeting.
KPI: Conduct recruitment visits to at least ten KY colleges and universities.
KPI: Number of admitted KY students comprise the largest state cohort in the Class of 2017 and exceed the number enrolled in Class of 2016.
KPI: At least half of Class of 2017 includes students from the Appalachian region.
KPI: Identify additional sources of financial support to benefit KYCOM student recruitment.
KPI: Broaden the scope of recruitment to participate in recruitment events at a minimum of five colleges and professional organizations in other states and regions.

2. Continue promotion of an outreach program to develop long-term relationships with KYCOM Alumni.
KPI: Plan a reunion event for the KYCOM Class of 2002.
KPI: Host a reception for KYCOM alumni at the 2012 AOA OMED annual meeting in conjunction with the KYCOM Alumni Association.
KPI: Enroll at least 20 percent of KYCOM alumni as members in KYCOM Alumni Association.

3. Improve KYCOM Student Affairs operations.
KPI: Add a staff position in FY14 that focuses on KYCOM student programs and services.
KPI: Work with IT to enable Student Affairs staff members to use Datatel functions to more systematically and productively to access KYCOM student class rosters, track student compliance with enrollment requirements, create reports, etc.
KPI: Develop a records retention protocol to guide management of student records.
KPI: Enable KYCOM students to access Student Affairs services via Web Advisor to include financial aid award letters, verification of enrollment, and unofficial transcripts.

4. Advance the development of medical professionalism within the KYCOM student body.
KPI: Support KYCOM Student Government Association’s (SGA) implementation of a Student Ethics Council and an Honor Code.

5. Promote identity of Osteopathic Medical Scholar Program (OMSP) students as future KYCOM students and future osteopathic physicians.
KPI: Manage an enrichment program for OMSP students.

6. Improve the marketing of KYCOM’s mission and identity among its prospective applicants, alumni, and supporters.
KPI: Produce a new video that showcases the medical school’s new identity as the Kentucky College of Osteopathic Medicine (KYCOM), the new medical school building, new programs, etc.
KPI: Continue efforts to improve KYCOM’s online presence via the UPIKE website.

7. Collaborate on the development of a UPIKE Center (to be named) that promotes academic success and wellness among all levels of its students. KYCOM students need access to academic and psychological support resources, just as UPIKE undergraduate and graduate students do. However, given the demands of the medical school curriculum, academic resources to facilitate medical student success must be geared to their unique needs as professional students.

KPI: In association with the KYCOM Associate Dean for Academic Affairs, assess the needs of KYCOM medical students and identify the resources needed to facilitate students’ academic and professional success as future osteopathic physicians.

KPI: Establish a planning committee by January 2013. [It is strongly suggested that the VP for Health Affairs and Dean of the Kentucky College of Osteopathic Medicine (KYCOM) as well as the VP for Academic Affairs and Dean of College of Arts and Sciences (CAS) will appoint this committee’s leadership and its members and charge this body with planning a student center to respond to the academic and emotional needs of the UPIKE student body that includes CAS undergraduate and graduate students and KYCOM medical students.]

KPI: By July 2013, Committee develops a plan that describes the resources and services needed to promote and support the success of its students as well as a staffing plan and a location for this student center.

8. Target enrollment of Southeast KY residents to KYCOM PEPP Program.

KPI: At least 50 percent of participants are from Bath, Bell, Boyd, Breathitt, Carter, Clay, Elliott, Floyd, Greenup, Harlan, Johnson, Knott, Knox, Laurel, Lawrence, Lee, Leslie, Letcher, Lewis, Magoffin, Martin, Mason, Owsley, Perry, Pike, and Wolfe Counties.

9. Promote the use of the PEPP Program as a pipeline for nurturing and developing future students for UPike, for the OMSP Program, and for KYCOM.

KPI: Selection of a KYCOM PEPP participant into the OMSP Program.

KPI: Admission of a KYCOM PEPP participant into KYCOM as a medical student.

2013-2014

1. Promote attainment of KYCOM mission by targeting KY residents for admission.

KPI: Hold recruitment programs and/or exhibits at 2013 AOA OMED annual meeting in Las Vegas and at June 2014 KOMA annual meeting.

KPI: Conduct recruitment visits to at least ten KY colleges and universities.

KPI: Number of admitted KY students comprise the largest state cohort in the Class of 2018 and are ≥ number of KY students enrolled in Class of 2017.

KPI: At least half of Class of 2018 are students from the Appalachian region.

KPI: Identify additional sources of financial support to benefit KYCOM student recruitment.

KPI: Broaden the scope of recruitment to participate in recruitment events at a minimum of five colleges and professional organizations in other states and regions.

2. Continue promotion of an outreach program to develop long-term relationships with KYCOM Alumni.
KPI: Plan a reunion event for the KYCOM Class of 2003.
KPI: Host a reception for KYCOM alumni at the 2013 AOA OMED annual meeting in conjunction with the KYCOM Alumni Association.
KPI: Enroll at least 40 percent of KYCOM alumni as members in KYCOM Alumni Association.

3. Improve KYCOM Student Affairs operations.
KPI: Add a staff position that focuses on KYCOM student programs and services.
KPI: Work with IT to better utilize Datatel services to more systematically and productively deliver student services, track students, create reports, etc.

4. Advance the development of medical professionalism within the KYCOM student body.
KPI: Support KYCOM Student Government Association’s (SGA) Student Ethics Council and KYCOM Student Honor Code.

5. Promote identity of Osteopathic Medical Scholar Program (OMSP) students as future KYCOM students and future osteopathic physicians.
KPI: Promote enrollment of all eligible OMSP students as members of KYCOM Class of 2018.
KPI: Manage an enrichment program for OMSP students.

6. Improve the marketing of KYCOM’s mission and identity among its prospective applicants, alumni, and supporters.
KPI: Create an e-newsletter to communicate with KYCOM students, alumni, and supporters.

7. Participate as member of committee that oversees operation of campus student center that promotes student academic success and wellness.
KPI: Maintain attrition rate at ≤10 percent of KYCOM student body.

8. Target enrollment of Southeast KY residents to KYCOM PEPP Program.
KPI: At least 50 percent of participants are from Bath, Bell, Boyd, Breathitt, Carter, Clay, Elliott, Floyd, Greenup, Harlan, Johnson, Knott, Knox, Laurel, Lawrence, Lee, Leslie, Letcher, Lewis, Magoffin, Martin, Mason, Owsley, Perry, Pike, and Wolfe Counties.

9. Promote the use of the PEPP Program as a pipeline for nurturing and developing future students for UPike, for the OMSP Program, and for KYCOM.
KPI: Selection of a KYCOM PEPP participant into the OMSP Program.
KPI: Admission of a KYCOM PEPP participant into KYCOM as a medical student.

2014-2015

1. Promote attainment of KYCOM mission by targeting KY residents for admission.
KPI: Hold recruitment programs and/or exhibits at 2013 AOA OMED annual meeting in Seattle and at June 2014 KOMA annual meeting.
KPI: Conduct recruitment visits to at least ten KY colleges and universities.
KPI: Number of admitted KY students comprise the largest state cohort in the Class of 2019 and are ≥ number of KY students enrolled in Class of 2018.
KPI: At least half of Class of 2019 are students from the Appalachian region.
KPI: Identify additional sources of financial support to benefit KYCOM student recruitment.
KPI: Broaden the scope of recruitment to participate in recruitment events at a minimum of five colleges and professional organizations in other states and regions.

2. Continue promotion of an outreach program to develop long-term relationships with KYCOM Alumni.
KPI: Plan a reunion event for the KYCOM Class of 2003.
KPI: Host a reception for KYCOM alumni at the 2013 AOA OMED annual meeting in conjunction with the KYCOM Alumni Association.
KPI: Enroll at least 5 percent of KYCOM alumni as members in KYCOM Alumni Association.

3. Improve KYCOM Student Affairs operations.
KPI: Continue work with IT to better utilize Datatel services to more systematically and productively deliver student services, track students, create reports, etc.

4. Advance the development of medical professionalism within the KYCOM student body.
KPI: Support KYCOM Student Government Association’s (SGA) Student Ethics Council and KYCOM Student Honor Code.

5. Promote identity of Osteopathic Medical Scholar Program (OMSP) students as future KYCOM students and future osteopathic physicians.
KPI: Promote enrollment of all eligible OMSP students as members of KYCOM Class of 2019.
KPI: Manage an enrichment program for OMSP students.

6. Improve the marketing of KYCOM’s mission and identity among its prospective applicants, alumni, and supporters.
KPI: Hold regional meetings with KYCOM students, alumni, and supporters.

7. Participate as member of committee that oversees operation of campus student center that promotes student academic success and wellness.
KPI: Maintain attrition rate at ≤10 percent of KYCOM student body.

8. Target enrollment of Southeast KY residents to KYCOM PEPP Program.
KPI: At least 50 percent of participants are from Bath, Bell, Boyd, Breathitt, Carter, Clay, Elliott, Floyd, Greenup, Harlan, Johnson, Knott, Knox, Laurel, Lawrence, Lee, Leslie, Letcher, Lewis, Magoffin, Martin, Mason, Owsley, Perry, Pike, and Wolfe Counties.

9. Promote the use of the PEPP Program as a pipeline for nurturing and developing future students for UPike, for the OMSP Program, and for KYCOM.
KPI: Selection of a KYCOM PEPP participant into the OMSP Program.
KPI: Admission of a KYCOM PEPP participant into KYCOM as a medical student.
Medical Library

2012-2013

1. Medical Library personnel provide instruction and employ a variety of learning platforms including classroom instruction, online tutorials, and one on one instruction. Medical Library personal provide faculty with instruction and orientation to enhance the use of library resources. KPI: The Medical Librarian will create a help guide that includes handouts, tutorials, and links to vendor help sites. KPI: The Medical Librarian will offer new faculty orientation and make appointments on request.

2. The Medical Library develops resource guides for specific user groups to provide access and information to meet specific users’ needs. The Medical Library provides assistance and instruction via multiple access points and multiple technologies. The Medical Library provides equal access to all students regardless where they are located. The Medical Library provides the most current and most reliable technology to organize and provide access to resources. KPI: Research guides will be created for specific user groups, such as Preceptors and A-Optic partners. KPI: Research guides will be expanded or updated as needed. KPI: The Medical Library will utilize the LibAnswers system and add it to all Medical Library research guides to provide multiple access points for questions. KPI: Students will be provided multiple points of access for both resources and services through LibAnswers, the web page, and the Research Guides. KPI: The Medical Library will migrate to a new, cloud based catalog system during FY 2013.

3. The Medical Library provides resources in a variety of formats that are accessible both in person and remotely. The Medical Library has an on-going process of collection evaluation to ensure access to current resources that support both faculty and student interests. KPI: The Medical Library will purchase materials in a variety of formats. KPI: Evaluate, update, and weed the Reference and AV collections. KPI: The Medical Library will log all student and faculty requests and consider them for purchase.

4. Medical Library personnel participate in training and professional development designed to enhance their ability to assist all users with technology and library specific resources and programs. KPI: Medical Library personnel will participate in training on the new catalog system. KPI: Medical Library personnel will participate in other training as needed.

5. Medical Library personnel consistently engage with students, faculty, staff, and community users, both formally and informally, to expand the users’ awareness of resources and services. KPI: Explore social media options for increasing communication with library users.

2013-2014
1. The Medical Library supports academic honesty and provides students with information and education on plagiarism.
KPI: Create a research guide on plagiarism and ethical publishing geared toward medical students and explore the idea of creating a class or workshop.

2. Medical Library personnel provide instruction and employ a variety of learning platforms including classroom instruction, online tutorials, and one on one instruction. Medical Library personnel provide faculty with instruction and orientation to enhance the use of library resources.
KPI: Explore new directions in instruction including online and mobile options.
KPI: Explore the possibility of offering sessions to faculty as part of the Medical School’s faculty development series.

3. The Medical Library develops resource guides for specific user groups to provide access and information to meet specific users’ needs. The Medical Library provides assistance and instruction via multiple access points and multiple technologies. The Medical Library provides equal access to all students regardless where they are located.
KPI: Research guides will be created for specific user groups, such as faculty and clinical students.
KPI: Research guides will be expanded or updated as needed.
KPI: Evaluate the use of LibAnswers and make changes as necessary.
KPI: Evaluate services to off-campus students and focus on providing the same services that on-campus students receive.

4. The Medical Library has an on-going process of collection evaluation to ensure access to current resources that support both faculty and student interests.
KPI: Evaluate, update, and weed the Clinical Sciences collection.
KPI: Survey faculty to ascertain their research interests.

5. Medical Library personnel are sufficient in number, training, and experience to meet the diverse needs of the institution.
KPI: Evaluate staffing in terms of providing services to the increased number of students.

6. Medical Library personnel consistently engage with students, faculty, staff, and community users, both formally and informally, to expand the users’ awareness of resources and services.
KPI: Develop and implement strategies to increase awareness of resources and service.

2014-2015

1. The Medical Library is committed to providing services that are user oriented.
KPI: Evaluate services and explore changes to create a better user experience.

2. Medical Library personnel provide instruction and employ a variety of learning platforms including classroom instruction, online tutorials, and one on one instruction.
KPI: Evaluate current programs and determine what changes, if any, need to be made.

3. The Medical Library provides the most current and most reliable technology to organize and provide access to resources.  
   KPI: Explore new technologies for providing access to resources.

4. The Medical Library has an on-going process of collection evaluation to ensure access to current resources that support both faculty and student interests.  
   KPI: Evaluate, update, and weed the basic sciences collection.

5. The Medical Library provides up to date technology and workspace that is open to all students, faculty, staff, and community users. The Medical Library continually evaluates both space usage and patterns of student use of space.  
   KPI: Evaluate library technology and work with IT to update hardware.  
   KPI: If renovations are possible, create a plan to accommodate the increased number of students.

VICE PRESIDENT for BUSINESS AFFAIRS and FINANCE

Budget Office

2012-2013

1. Continue to refine the current Multi-Year budget process  
   KPI: Develop a five year financial plan reflecting the expansion of its various programs to be completed before September 15, 2012  
   KPI: Expand upon 5 year budget model to include pro forma ratio analysis  
   KPI: Refine assumptions and model to make it more useful as a management tool  
   KPI: Model budget implications of the strategic plan for the next 3 to 5 years  
   KPI: Incorporate the budget module implementation in Ellucian

2. Publish an annual budget book  
   KPI: Include a section on a variance analysis from the prior year  
   KPI: Provide trend analysis for key budget drivers

2013-2014

1. Publish an annual budget book  
   KPI: Benchmark budget performance comparisons against peer and aspirant institutions in the annual budget publication.

2014-2015

1. Continue to refine the current Multi-Year budget process
KPI: Audit and analyze, at transaction level, annual expenditures in approximately 15% of university departments to increase budget efficiency.

**Business Office**

**2012-2013**

1. Strengthen the University’s viability through sound fiscal policy.
   KPI: Implement online credit card payment process for student receivables
   KPI: Provide professional development for professional staff.
   KPI: Standardize financial statements.
   KPI: Perform monthly reconciliations of accounts payable subsidiary ledger and payroll ledger
   KPI: Implement purchasing/encumbrance module
   KPI: Address audit management letter comments

**2013-2014**

1. Strengthen the University’s viability through sound fiscal policy
   KPI: Complete the conversion to E-invoicing for all major vendors
   KPI: Assist Advancement Office in setting up discounting of pledges through system
   KPI: Continue to provide professional development for professional staff.
   KPI: Have 90% E-payment on all Payables

**2014-2015**

1. Strengthen the University’s viability through sound fiscal policy.
   KPI: Review the chart of accounts and plan for future needs
   KPI: Implement automatic interim financial statements to Trustees

**Campus Police**

**2012-2013**

1. Continually identify ways to improve our ability to solve crimes, recover stolen property and reduce crime.
   KPI: Contact experts/trainers from other agencies to train and update UPIKE PD investigators and officers in new investigative techniques.
   KPI: Continue to scan the market for equipment and technologies to address this issue (i.e. new alarm technologies and security cameras.
   KPI: Develop more programs such as “Operation ID” that involve proactive approaches to crime.

2. Become the Law Enforcement Employer of Choice.
KPI : Attract, hire, and retain a well-qualified and effective Police Department.
KPI : Become a recognized leader in the law enforcement community.
KPI : Develop and promote career growth of Police Department employees.
KPI : Foster a culture of teamwork and partnership among employees.

3. Continue to develop avenues of communication and trust within the campus community
KPI : Develop a training program for the students of UPIKE for the enhancement of personal safety and self-confidence.
KPI : Develop a UPIKE PD reserve officer program for students, faculty and staff of UPIKE to promote leadership abilities and community unity.
KPI : Explore the causes and ramifications of recent problems of other institutions and develop plans to prevent similar occurrences from happening here.
KPI : Develop a first years studies class with an emphasis on safety and security to help incoming freshmen acclimate to college life.

2013-2014

1. Implement technical programs that save time, money, and officer response time.
KPI : Purchase an E-Ticket module that communicates with our existing reporting software to reduce officer time and costs.
KPI : Take part in DOCJT mobile computer program to equip officers with information while on patrol.
KPI : Develop business contacts that will supply equipment and supplies at a discount.

2. Improve the property and evidence control and tracking functions of our department.
KPI : Train our property officer in the property handling and documentation of property that comes into the care and custody of our department.
KPI : Purchase and install new evidence tracking software to allow our evidence officer to more efficiently track items in our possession.
KPI : Enhance evidence locker and property vault security.

3. Conduct more “in-house” training for officers.
KPI : Make use of available technology and have the officers view on-line training courses while they are on duty.
KPI : Have the supervisors conduct more roll call training at the start of each shift.
KPI : Sponsor on-site training from vendors to reduce overtime and replacement scheduling of on duty officers.

KPI : Determine staffing and resource requests based on need.
KPI : Develop an efficient method of delivering service to newly acquired areas.
KPI : Determine accurate statistical data and develop a valid projection of anticipated police activity.
KPI : Meet with campus groups and leaders to discuss their expectations and perceptions of crime on campus.
2014-2015

1. Develop a comprehensive traffic safety plan
   KPI: Assess current traffic enforcement equipment, purchase needed equipment if necessary.
   KPI: Train officers in the effective use of equipment and basic accident investigation and reconstruction.
   KPI: Maintain traffic enforcement with a focus on high accident zones.

2. Promote ethical behavior among all employees by striving for excellence as the only acceptable standard of performance.
   KPI: Work toward obtaining CALEA accredited status from the Commission on Accreditation for Law Enforcement Agencies.
   KPI: Implement a process for internal review of performance management to ensure highest possible levels of quality service.
   KPI: Reward officer excellence through the Department’s Awards and Commendations program.

3. Promote collaborative partnerships as the most effective and efficient way to maintain the campus community’s safety and trust.
   KPI: Expand the current internship program to meet the needs of more students.
   KPI: Promote a spirit of selfless volunteerism among officers to give back to our community.
   KPI: Maintain a collaborative partnership with local associations throughout the community.

Facilities and Property Management

2012-2013

1. Provide the necessary resources for a quality education through physical facilities.
   KPI: Develop a Facilities Master Plan.
   KPI: Reorganize Facilities Management to better meet the needs of the students.
   KPI: Raise the level of experience and education of our maintenance personnel.

2013-2014

1. Provide the necessary resources for a quality education through physical facilities.
   KPI: Remodel/upgrade a dorm to raise the level of comfort for our students
   KPI: Continuing education for facilities employees
   KPI: Track and reduce our utility costs

2014-2015

1. Provide the necessary resources for a quality education through physical facilities.
   KPI: Conduct a customer satisfaction survey
   KPI: Conduct Quarterly training sessions
KPI: Remodel/upgrade a dorm to raise the level of comfort for our students

### Information and Technology Services

#### 2012-2013

1. Provide necessary resources for a quality education through information technology.
   - KPI: Schedule and complete an Ellucian Data Usage Audit for the Registrar’s Office by June 30, 2013.
   - KPI: Evaluate SaaS options from Ellucian as cost effective alternatives for the University by June 30, 2013.
   - KPI: Schedule and complete appropriate Ellucian training for the Development Office by June 30, 2013.
   - KPI: Expand use of ImageNow to the medical school by June 30, 2013.
   - KPI: Complete the move of the ARM 115 computer lab to a better lab environment by August 15, 2012.
   - KPI: Implement an administrative plan by June 30, 2013.
   - KPI: Purchase and install hardware (Phase 1) for Ellucian/Portal and replacement of aging equipment by June 30, 2013.
   - KPI: Implement appropriate technology for newly created Armington learning environments by August 1, 2012.
   - KPI: Develop a Master Plan for Information Technology.

#### 2013-2014

1. Provide necessary resources for a quality education through information technology.
   - KPI: Schedule and complete a Ellucian Data Usage Audit for the Business Office by June 30, 2014.
   - KPI: Schedule and complete a Ellucian Data Usage Audit for the Admissions Office by June 30, 2014.
   - KPI: Design and implement advanced routing by June 30, 2014.
   - KPI: Purchase and install hardware (Phase 2) for Ellucian/Portal by June 30, 2014.
   - KPI: Evaluate WebNow options for the University by June 30, 2014.
   - KPI: Replace projector in CTC 125 by June 30, 2014.
   - KPI: Replace carpet, tables and chairs in CTC 125 by June 30, 2014.
   - KPI: Evaluate and implement technologies in support of the Master Plan by June 30, 2014.

#### 2014-2015

1. Provide necessary resources for a quality education through information technology.
   - KPI: Implement an uninterrupted power supply rotation plan by June 30, 2015.
KPI: Expand VoIP campus wide by June 30, 2015.
KPI: Design and implement advanced networking security by June 30, 2015.
KPI: Evaluate and implement technologies in support of the Master Plan by June 30, 2015.

VICE PRESIDENT for STUDENT SERVICES and DEAN of STUDENTS

Residence Life

2012-2013

1. Enhance the quality and quantity of residence halls.
   KPI: Provide additional beds in the Gillespie building, the Athletic Annex, and College Square. This will add an additional 110 beds to on-campus housing.
   KPI: Resident Assistants will continuously provide weekend reports throughout the 2012-2013 semesters that will update Student Services staff of all maintenance and behavioral issues in the residence halls.
   KPI: Provide more beds for on-campus housing to reduce the number of students in UPIKE South housing. Providing more beds on campus will increase the quality of a residential student’s experience in residence life.
   KPI: Utilize renovated Condit Hall to increase the experience of residence hall students. Condit Hall will be renovated the summer of 2012.

2. Enhance each resident’s sense of self-worth through comprehensive programs in the residence halls.
   KPI: Continue to provide in August 2012, floors for sororities and fraternities in residence halls.
   KPI: Provide announcements throughout the 2012-2013 semesters for resident hall students about upcoming student activities to keep students involved in campus life.
   KPI: Provide in October 2012, a safety training session for all resident hall students.
   KPI: Resident Assistants will involve their floors in one event per semester throughout the 2012-2013 semesters.

3. Provide the necessary resources for quality education through residence facilities.
   KPI: Maintenance will be notified within 30 minutes of all emergency situations that are reported to the Student Services staff.
   KPI: Resident Assistants will be trained in all safety & security procedures by September 15, 2012.
   KPI: Resident Assistants will complete programming throughout training that prepares them for issues (suicide, violent attacks, abuse, etc.) that may arise in the residence halls with student residents.
   KPI: Provide a summer housing plan, based on residence hall renovations, by April 15, 2013 to Facilities so that a cleaning and repair schedule can be made before and after summer groups.
   KPI: Continuously provide a Resident Hall Director to all residence halls.
2013-2014

1. Enhance the quality and quantity of residence halls.
   KPI: Provide additional beds in Wickham Hall for sororities and fraternities. With the addition of beds in Wickham Hall, one additional fraternity will be established.
   KPI: Provide more beds for on-campus housing to reduce the number of students in UPIKE South housing. Providing more beds on campus will increase the quality of a residential student’s experience in residence life.
   KPI: Resident Assistants will continuously provide weekend reports throughout the 2013-2014 semesters that will update Student Services staff of all maintenance and behavioral issues in the residence halls.
   KPI: Utilize renovated residence halls to increase the experience of residence hall students.
   KPI: Maintain laundry facilities in each residence hall for students to utilize.
   KPI: Develop the lounge areas of the University’s residence halls to help ensure students have ample study area and space to gather with one another. Lounge areas may also provide areas for Resident Assistants to host activities for residence halls.

2. Enhance each resident’s sense of self-worth through comprehensive programs in the residence halls.
   KPI: Continue to provide in August 2013, floors for sororities and fraternities in residence halls.
   KPI: Provide announcements throughout the 2013-2014 semesters for resident hall students about upcoming student activities to keep students involved in campus life.
   KPI: Provide a safety training session for all resident hall students before the first week of the Fall semester concludes.
   KPI: Resident Assistants will involve their floors in one event per semester throughout the 2013-2014 semesters.

3. Provide the necessary resources for quality education through residence facilities.
   KPI: Maintenance will be notified within 30 minutes of all emergency situations that are reported to the Student Services staff.
   KPI: Resident Assistants will be trained in all safety & security procedures by September 15, 2013.
   KPI: Resident Assistants will complete programming throughout training that prepares them for issues (suicide, violent attacks, abuse, etc.) that may arise in the residence halls with student residents.
   KPI: Provide a summer housing plan, based on residence hall renovations, by April 15, 2014 to Facilities so that a cleaning and repair schedule can be made before and after summer groups.
   KPI: Continuously provide a Resident Hall Director to all residence halls.

2014-2015

1. Enhance the quality and quantity of residence halls.
   KPI: Provide additional beds on-campus to ensure residence life can sustain influx of enrollment.
KPI: Provide more beds for on-campus housing to reduce the number of students in UPIKE South housing. Providing more beds on campus will increase the quality of a residential student’s experience in residence life.

KPI: Resident Assistants will continuously provide weekend reports throughout the 2014-2015 semesters that will update Student Services staff of all maintenance and behavioral issues in the residence halls.

KPI: Utilize renovated residence halls to increase the experience of residence hall students.

KPI: Maintain laundry facilities in each residence hall for students to utilize.

KPI: Maintain the lounge areas of the University’s residence halls to ensure students have ample study area and space to gather with one another. Lounge areas will also provide areas for Resident Assistants to host activities for residence halls.

KPI: Provide a residence hall that can meet the needs of married couples.

KPI: Improve access points for residence halls.

2. Enhance each resident’s sense of self-worth through comprehensive programs in the residence halls.

KPI: Continue to provide in August 2014, floors for sororities and fraternities in residence halls.

KPI: Provide announcements throughout the 2014-2015 semesters for resident hall students about upcoming student activities to keep students involved in campus life.

KPI: Provide a safety training session for all resident hall students before the first week of the Fall semester concludes.

KPI: Resident Assistants will involve their floors in one event per semester throughout the 2014-2015 semesters.

3. Provide the necessary resources for quality education through residence facilities.

KPI: Maintenance will be notified within 30 minutes of all emergency situations that are reported to the Student Services staff.

KPI: Resident Assistants will be trained in all safety & security procedures by the move-in date set for Fall 2014 residence life students.

KPI: Resident Assistants will complete programming throughout training that prepares them for issues (suicide, violent attacks, abuse, etc.) that may arise in the residence halls with student residents.

KPI: Provide a summer housing plan, based on residence hall renovations, by the last day of April 2015 to Facilities so that a cleaning and repair schedule can be made before and after summer groups.

KPI: Continuously provide a Resident Hall Director to all residence halls.

Student Activities

2012-2013

1. Enhance each student's sense of self-worth, self-discipline, and personal integrity while developing social responsibility and leadership potential by maintaining an active Student Government Association.
KPI: Hold elections for class representatives (Fall 2012) and President and Vice President (Spring 2013).
KPI: Hold monthly Executive, Senate and Club Council meetings during the fall and spring semesters.
KPI: Increase the number of student clubs and organizations available to students at the University of Pikeville.
KPI: Increase the quality of services each club and organization provides for students involved in the University of Pikeville’s clubs and organizations.
KPI: Create a master calendar for all club’s and organization’s events. A master calendar will eliminate possibilities for clubs and organizations scheduling multiple events on same days and same times.
KPI: Establish a Greek Life Council that will be responsible for creating and maintaining a system for all Greek Life organizations to follow.
KPI: Establish one additional sorority in Greek Life at the University of Pikeville.
KPI: Supervise the three sororities and two fraternities to ensure that each organization is active with their philanthropy, holding regular meetings, competing for the Greek Cup, and following Greek Life rules and regulations.
KPI: Maintain an office space for the Student Government Association to meet, work, and store student activity supplies.

2. Provide diverse opportunities outside of the classroom to promote student enrichment and development.

KPI: Coordinate performances by APCA or contracted performers throughout the 2012-2013 semesters.
KPI: Coordinate student activities, large or small, weekly to keep students active in student life.
KPI: Develop a series of activities to celebrate Homecoming Week (Fall 2012) and Spring Fling Week (Spring 2013).
KPI: Attend conference(s) in Spring 2013 to promote development of the Student Government Association and the student activities offered by the University.
KPI: Advertise all events one week prior through social networking sites and campus bulletin boards.
KPI: Coordinate student activities in conjunction with the Student Success department to supplement student activities.
KPI: Promote student activities that run parallel to University athletic events.
KPI: Utilize a student lounge for students to host events in, study, relax, watch television and socialize with friends.

2013-2014

1. Enhance each student's sense of self-worth, self-discipline, and personal integrity while developing social responsibility and leadership potential by maintaining an active Student Government Association.
KPI: Hold elections for class representatives (Fall 2013) and President and Vice President (Spring 2014).
KPI: Hold monthly Executive, Senate and Club Council meetings during the fall and spring semesters.
KPI: Maintain the quality of clubs and organizations at the University of Pikeville.
KPI: Maintain a master calendar for all club’s and organization’s events.
KPI: Oversee Greek Life Council that will be responsible for maintaining a system for all Greek Life organizations to follow.
KPI: Establish one additional fraternity in Greek Life at the University of Pikeville.
KPI: Supervise Greek Life to ensure that each organization is active with their philanthropy, holding regular meetings, competing for the Greek Cup, and following Greek Life rules and regulations.
KPI: Maintain an office space for the Student Government Association to meet, work, and store student activity supplies.
KPI: Establish a Student Government Association presence on the University’s website to increase student involvement in student life.

2. Provide diverse opportunities outside of the classroom to promote student enrichment and development.
KPI: Coordinate large performances by APCA or contracted performers throughout the 2013-2014 semesters.
KPI: Coordinate student activities, large or small, weekly to keep students active in student life.
KPI: Develop a series of new and innovative activities to celebrate Homecoming Week (Fall 2013) and Spring Fling Week (Spring 2014).
KPI: Attend conference(s) in Spring 2014 to promote development of the Student Government Association and the student activities offered by the University.
KPI: Advertise all events one week prior through social networking sites and campus bulletin boards.
KPI: Continue to coordinate student activities in conjunction with the Student Success department to supplement student activities.
KPI: Promote student activities that run parallel to University athletic events.
KPI: Maintain a student lounge for students to host events in, study, relax, watch television and socialize with friends.

2014-2015

1. Enhance each student's sense of self-worth, self-discipline, and personal integrity while developing social responsibility and leadership potential by maintaining an active Student Government Association.
KPI: Hold elections for class representatives (Fall 2014) and President and Vice President (Spring 2015).
KPI: Hold monthly Executive, Senate and Club Council meetings during the fall and spring semesters.
KPI: Maintain the quality of clubs and organizations at the University of Pikeville.
KPI: Maintain a master calendar for all club’s and organization’s events.
KPI: Oversee Greek Life Council that will be responsible for maintaining a system for all Greek Life organizations to follow.
KPI: Supervise Greek Life to ensure that each organization is active with their philanthropy, recruiting quality members that reflect well upon Greek Life, holding regular meetings, competing for the Greek Cup, and following Greek Life rules and regulations.
KPI: Maintain an office space for the Student Government Association to meet, work, and store student activity supplies.
KPI: Maintain the Student Government Association presence on the University’s website to ensure student involvement in student life and increase awareness of UPIKE’s student life for prospective students.

2. Provide diverse opportunities outside of the classroom to promote student enrichment and development.
KPI: Coordinate large performances by APCA or contracted performers throughout the 2014-2015 semesters.
KPI: Coordinate student activities, large or small, weekly to keep students active in student life.
KPI: Develop a series of activities to celebrate Homecoming Week (Fall 2014) and Spring Fling Week (Spring 2015).
KPI: Attend conference(s) in Spring 2015 to promote development of the Student Government Association and the student activities offered by the University.
KPI: Advertise all events one week prior through social networking sites and campus bulletin boards.
KPI: Continue to coordinate student activities in conjunction with the Student Success department to supplement student activities.
KPI: Promote student activities that run parallel to University athletic events.
KPI: Maintain a student lounge for students to host events in, study, relax, watch television and socialize with friends.

**Freshmen Transition Programs**

**2012-2013**

1. Prepare first-year students for the UPIKE experience by exposing them to the traditions, expectations and experiences of the university.
KPI: By May 2013, hire faculty for twenty-five sections of FS 100.
KPI: By February 2013, revise syllabus for fall semester.

2. Provide diverse opportunities outside of the classroom to promote student enrichment and development.
KPI: Research feasibility to initiate a summer leadership program (FUEL) for incoming freshmen who self-identify as student leaders.
KPI: Collaborate with the faculty to host the fifth -annual Diversity Week in September.

3. Continue a required summer orientation program (SOAR) for all incoming new students that will help promote student retention.
KPI: Set dates for 2013 SOAR by November 2012.
KPI : By February 2013, hire a staff of ten students to serve as SOAR leaders.
KPI : By June 2013, train SOAR leaders.
KPI : Collaborate with the Admissions staff to communicate new student orientation information with all incoming students at counselor visits during 2012-2013.
KPI : Enroll parents in UPIKE Parent program during 2012 SOAR dates.

2013-2014

1. Prepare first-year students for the UPIKE experience by exposing them to the traditions, expectations and experiences of the university.  
KPI : By May 2014, hire faculty for twenty-five sections of FS 100.
KPI : Research feasibility of team-teaching FS 100 with peer mentors.

2. Provide diverse opportunities outside of the classroom to promote student enrichment and development.  
KPI : Collaborate with the faculty to host the sixth -annual Diversity Week in September.
KPI : Increase student participation at Diversity Week by 15%.

3. Continue a required summer orientation program (SOAR) for all incoming new students that will help promote student retention.  
KPI : Set dates for 2014 SOAR by September 2013.
KPI : Research feasibility of taking SOAR leaders to SROW.
KPI : Increase number of SOAR leader applications by 5%.
KPI : By February 2014, hire a staff of ten students to serve as SOAR leaders.
KPI : By June 2014, train SOAR leaders.
KPI : Collaborate with the Admissions staff to communicate new student orientation information with all incoming students at counselor visits during 2013-2014.
KPI : Conduct and extensive review of SOAR mailings and collaborate with Public Relations and Admissions to create new, more effective, material.
KPI : Enroll parents in UPIKE Parent program during 2013 SOAR dates.

2014-2015

1. Prepare first-year students for the UPIKE experience by exposing them to the traditions, expectations and experiences of the university.  
KPI : By May 2015, hire faculty for twenty-five sections of FS 100.

2. Provide diverse opportunities outside of the classroom to promote student enrichment and development.  
KPI : Collaborate with the faculty to host the seventh -annual Diversity Week in September.

3. Continue a required summer orientation program (SOAR) for all incoming new students that will help promote student retention.  
KPI : Set dates for 2015 SOAR by September 2014.
KPI : Take SOAR leaders to the Southern Regional Orientation Workshop (SROW).
KPI: Present at SROW.
KPI: By February 2015, hire a staff of ten students to serve as SOAR leaders.
KPI: By June 2015, train SOAR leaders.
KPI: Collaborate with the Admissions staff to communicate new student orientation information with all incoming students at counselor visits during 2014-2015.
KPI: Enroll parents in UPIKE Parent program during 2013 SOAR dates.

Career Center

2012-2013

1. Maintain a comprehensive Career Center.
KPI: Provide listings of both full time and part time local job opportunities.
KPI: Maintain a database of current job openings and current job seekers.
KPI: Use database to better track job placement.
KPI: Research feasibility of getting MBTI certified.
KPI: Research materials used by other career centers in an effort to create a Career Planning Manual for UPIKE.

2013-2014

1. Maintain a comprehensive Career Center.
KPI: Increase listings of both full time and part time local job opportunities by 10%.
KPI: Maintain a database of current job openings and current job seekers.
KPI: By December 2013, set date for Spring 2014 Career Fair.

2014-2015

1. Maintain a comprehensive Career Center.
KPI: Provide listings of both full time and part time local job opportunities.
KPI: Place Career Planning Manual online.
KPI: Maintain a database of current job openings and current job seekers.
KPI: Increase number of students participating in Career Fair by 10%
Intramurals

2012-2013

1. Enhance the opportunities for students to become involved in non-intercollegiate athletic activities.
   KPI: Provide two sports for student participation in Fall 2012. (Flag football and softball)
   KPI: Provide two sports for student participation in Spring 2013. (Basketball and bowling)
   KPI: Have intramural sign-up sheets posted three weeks in advance of activities. These forms will be posted in the Student Services office and in residence halls for undergraduate students and in the medical school for professional students.
   KPI: By December 2012, survey student body to assess the interest in other intramural sports.
   KPI: Collaborate with the Residence Life staff to create intramural competitions between the halls.

2013-2014

1. Enhance the opportunities for students to become involved in non-intercollegiate athletic activities.
   KPI: Provide two sports for student participation in Fall 2013. (Flag football and softball)
   KPI: Provide two sports for student participation in Spring 2014. (Basketball and bowling)
   KPI: Review survey from Fall 2012 and implement changes to program to match survey results.
   KPI: Have intramural sign-up sheets posted three weeks in advance of activities. These forms will be posted in the Student Services office and in residence halls for undergraduate students and in the medical school for professional students.

2014-2015

1. Enhance the opportunities for students to become involved in non-intercollegiate athletic activities.
   KPI: By Fall 2014, provide more than two major sports for student participation.
   KPI: Develop minor sports or games that fosters communication among participants.
   KPI: Provide two sports for student participation in Spring 2015.

Student Services

Testing

2012-2013

1. Provide convenient testing services for the students and applicants of UPIKE and the community residents of the tri-state region.
KPI: Develop and publish testing schedule, reserve adequate facilities for each scheduled exam (National ACT, SAT, GRE Subject Test, PRAXIS, Residual ACT and senior exit exams) prior to July 31, 2012.

KPI: Enlist and train adequate staff for each administration prior to the scheduled date.

KPI: Provide supervision for all aspects of major test administrations.


KPI: Collaborate with Director of Institutional Effectiveness and IT to transition senior exit exams to computer-based format for Bachelor and Masters graduates beginning Fall 2012.

KPI: Collaborate with IT and The College Board to establish a CLEP test center on campus (Summer 2013).

KPI: Take advantage of professional growth opportunities in the field of test administration.

KPI: Collaborate with Director of Institutional Effectiveness and IT to transition senior exit exams to computer-based format for Bachelor and Masters graduates beginning Fall 2012.

KPI: Collaborate with IT and The College Board to establish a CLEP test center on campus (Summer 2013).

2013-2014

1. Provide convenient testing services for the students and applicants of UPIKE and the community residents of the tri-state region.

KPI: Enlist test supervisor to take-over all aspects of National ACT, SAT, PRAXIS & GRE Subject-test administrations beginning August 2013. (Honorarium provided by outside testing entities).

KPI: Provide support for National testing administrations and supervisor.

KPI: Develop and publish testing schedule and reserve adequate facilities, for each scheduled exam (CLEP, Residual ACT and senior exit exams) prior to July 31, 2013.

KPI: Enlist and train adequate staff for each administration prior to the scheduled date.

KPI: Collaborate with UPIKE Office of Public Relations to promote the new CLEP testing center through a variety of media outlets in Southeast Kentucky, Southern West Virginia and Western Virginia beginning late Summer 2013.

KPI: Take advantage of professional growth opportunities in the field of test administration.

KPI: Tabulate and disseminate data to area stakeholders identified as supportive of the establishment of a regional computer testing center in Pikeville (Spring 2014).

2014-2015

1. Provide convenient testing services for the students and applicants of UPIKE and the community residents of the tri-state region.

KPI: Provide support for National testing administrations and supervisor.

KPI: Develop and publish testing schedule and reserve adequate facilities, for each exam (CLEP, Residual ACT and senior exit exams) prior to July 31, 2014.

KPI: Enlist and train adequate staff for each administration prior to the scheduled date.

KPI: Take advantage of professional growth opportunities in the field of test administration.

KPI: Collaborate with Director of Development, VP of KYCOM and SEKYCC to seek funding for the establishment of a regional computer testing center in Pikeville. (Summer 2014)
Disability Services

2012-2013

1. Coordinate accommodation and advocate services for Students with Disabilities enrolled at UPIKE.
   KPI : Provide current disability information and guidance to our campus and extended community through publications, presentations and direct communications.
   KPI : Act as liaison for disabled students with faculty, staff and administration as well as outside agencies to protect and advocate for the rights of the student.
   KPI : Work with Web Development to launch a “Disability Services” webpage (Fall 2012).
   KPI : Collaborate with IT and Library to provide needed assistive technology campus wide.
   KPI : Provide for individual test accommodations as requested and scheduled.
   KPI : Stay abreast of changes to ADA/504 law and its application through professional development opportunities and networking with others in the disability field.
   KPI : Initiate outreach to area school counselors (Pike County & Pikeville Independent) to promote smooth transitioning of Students with Disabilities into post-secondary education (Spring 2013).

2013-2014

1. Coordinate accommodation and advocate services for Students with Disabilities enrolled at UPIKE.
   KPI : Provide current disability information and guidance to our campus and extended community through publications, presentations and direct communications.
   KPI : Act as liaison for disabled students with faculty, staff and administration as well as outside agencies to protect and advocate for the rights of the student.
   KPI : Provide for individual test accommodations as requested and scheduled.
   KPI : Stay abreast of changes to ADA/504 law and its application through professional development opportunities and networking with others in the disability field.
   KPI : Expand outreach to area school counselors to include Letcher and Floyd counties, to promote smooth transitioning of Students with Disabilities into post-secondary education (Spring 2014).

2014-2015

1. Coordinate accommodation and advocate services for Students with Disabilities enrolled at UPIKE.
   KPI : Provide current disability information and guidance to our campus and extended community through publications, presentations and direct communications.
   KPI : Act as liaison for disabled students with faculty, staff and administration as well as outside agencies to protect and advocate for the rights of the student.
   KPI : Provide individual assistance in test accommodations as requested and scheduled.
KPI: Stay abreast of changes to ADA/504 law and its application through professional development opportunities and networking with others in the disability field.
KPI: Offer a one-day regional outreach conference for disability advocacy in post-secondary education (Spring 2015).

**Veterans Affairs**

**2012-2013**

1. Provide support to Veterans and their dependents seeking education benefits through Veterans Affairs.
KPI: Work with Web Development to launch a “Disability Services” webpage (Fall 2012).
KPI: Assist veterans and their dependents in the application process and forward hard copies (if applicable) to the Regional Office of Veterans Affairs in St. Louis, MO within one week of receipt.
KPI: Certify VA students via VA-Once each semester within two weeks of the beginning of each semester, and make adjustments or amendments as needed throughout the academic year.
KPI: Make bi-annual contact with KY State Approving Agents to insure that modifications to the institution’s programs are approved for VA benefits.
KPI: Collaborate with Student Financial Aid, Business Affairs, Admissions, Athletics, Academic Affairs, Director of Institutional Effectiveness, Career Services and personnel from like offices in KYCOM to insure institution compliance with Executive Order 13607 by June 30, 2013.
KPI: Transition to online file storage of Veteran files through ‘Image Now’ (Winter 2012-13).
KPI: Take advantage of professional growth opportunities for Veterans Certifying Officials.

**2013-2014**

1. Provide support to Veterans and their dependents seeking education benefits through Veterans Affairs.
KPI: Assist veterans and their dependents in the application and or transition process and forward documentation (if applicable) to the Regional Office of Veterans Affairs in St. Louis, MO within one week of receipt.
KPI: Certify VA students via VA-Once each semester within two weeks of the beginning of each semester, and make adjustments or amendments as needed throughout the academic year.
KPI: Make bi-annual contact with KY State Approving Agents to insure that modifications to the institution’s programs are approved for VA benefits.
KPI: Collaborate with the ROTC program to develop a veteran outreach program.
KPI: Take advantage of professional growth opportunities for Veterans Certifying Officials.

**2014-2015**

1. Provide support to Veterans and their dependents seeking education benefits through Veterans Affairs.
KPI: Assist veterans and their dependents in the application and or transition process and forward documentation (if applicable) to the Regional Office of Veterans Affairs in St. Louis, MO within one week of receipt.
KPI: Certify VA students via VA-Once each semester within two weeks of the beginning of each semester, and make adjustments or amendments as needed throughout the academic year. 
KPI: Make bi-annual contact with KY State Approving Agents to insure that modifications to the institution’s programs are approved for VA benefits.
KPI: Collaborate with the ROTC and other offices to present a Veteran’s Appreciation Program (November 2014).
KPI: Take advantage of professional growth opportunities for Veterans Certifying Officials.

Health Services

2012-2013

1. Provide students with an on-campus health professional for common ailments.
KPI: Provide a nurse’s station to be open 37.5 hours per week during the Fall 2012 and Spring 2013 semesters.
KPI: With the assistance of the Pike County Health Department, provide a female and male clinic 4 hours per week during the Fall 2012 and Spring 2013 semesters. This will include: family planning services, contraceptives, STI testing and treatment, physical exams for sports and employment. Physician will be present for these services.
KPI: Provide flu vaccines, immunizations and TB skin tests to students, faculty and staff.
KPI: Work in conjunction with Human Resources and the Pike County Health Department to host a mini-health fair for students.

2013-2014

1. Provide students with an on-campus health professional for common ailments.
KPI: Provide a nurse’s station to be open 37.5 hours per week during the Fall 2013 and Spring 2014 semesters.
KPI: With the assistance of the Pike County Health Department, provide a male/female clinic one day per week during the Fall 2013 and Spring 2014 semesters. Services at this clinic will include family planning, contraceptives, STI testing and treatment, and sports and employment physical exams. A physician will be present for these services.
KPI: Provide flu vaccines, immunizations, TB skin test to students, faculty and staff.
KPI: Work in conjunction with Human Resources and the Pike County Health Department to host 2 mini-health fairs for students.
KPI: Provide dental assistance/referrals for students, faculty and staff through program located at the Pike County Health Department.

2014-2015

1. Provide students with an on-campus health professional for common ailments.
KPI: Provide a nurse’s station to be open 37.5 hours per week during the Fall 2014 and Spring 2015 semesters.
KPI: With assistance of the Pike County Health Department, provide a male/female clinic one day per week during the Fall 2014 and Spring 2015 semesters. Services to be provided by a physician and will include family planning, contraceptives, STI testing and treatment, sports and employment physical exams.
KPI: Provide flu vaccines, immunizations, TB skin test to students, faculty and staff.
KPI: work in conjunction with Human Resources and the Pike County Health Department to host 2 mini-health fairs for students.
KPI: Provide dental assistance/referrals for students, faculty, and staff through program at the Pike County Health Department.
KPI: Get involved and promote monthly awareness issues such as child abuse prevention month, cardiovascular month, AIDS prevention and testing week and many more.

**Spiritual Life**

**2012-2013**

1. Provide opportunities to enhance spiritual growth on campus
   KPI: Facilitate cross cultural mission trip with students traveling to Haiti
   KPI: Host Religious Emphasis Week in November 2012
   KPI: Implement small groups in dorms as a part of the 737 service on the UPIKE campus
   KPI: Research the feasibility of having a student chaplain as an extension of the Student Government Association

**2013-2014**

1. Provide opportunities to enhance spiritual growth on campus
   KPI: Implement culturally relevant and appropriate worship experiences for African American students
   KPI: Implement intentional life groups for international students, which provide a sense of community
   KPI: Implement student chaplain
   KPI: Facilitate welcome week service projects campus wide for all incoming freshman
   KPI: Host Religious Emphasis Week in November 2013

**2014-2015**

1. Provide opportunities to enhance spiritual growth on campus
   KPI: Research feasibility of hiring a full time chaplain
   KPI: Implement bi-monthly service projects in surrounding areas
   KPI: Implement intentional leadership development of spiritual leadership
   KPI: Host Religious Emphasis Week in November 2014 with focus on missions
   KPI: Create community based partnership for service learning through spiritual life
ACE Program

2012-2013

1. Provide support and services designed to increase the retention and graduation rates of 160 low-income, first generation, and/or disabled undergraduates.
   KPI: 65% of entering students will persist the entire first year and re-enroll at the institution their second year.
   KPI: 87% of all enrolled participants served by the SSS project will meet the performance level required to stay in good academic standing, or 2.00.
   KPI: 40% of new participants served each year will graduate within six years.
   KPI: 100% of newly admitted participants will have their academic and counseling needs assessed within two weeks of enrollment, and student Prescriptive Plans will be developed within two weeks of the needs assessment.
   KPI: 100% of ACE participants will have the opportunity to participate in local community and cultural events.

2013-2014

1. Provide support and services designed to increase the retention and graduation rates of 160 low-income, first generation, and/or disabled undergraduates.
   KPI: 65% of entering students will persist the entire first year and re-enroll at the institution their second year.
   KPI: 87% of all enrolled participants served by the SSS project will meet the performance level required to stay in good academic standing, or 2.00.
   KPI: 40% of new participants served each year will graduate within six years.
   KPI: 100% of newly admitted participants will have their academic and counseling needs assessed within two weeks of enrollment, and student Prescriptive Plans will be developed within two weeks of the needs assessment.
   KPI: 100% of ACE participants will have the opportunity to participate in local community and cultural events.

2014-2015

1. Provide support and services designed to increase the retention and graduation rates of 160 low-income, first generation, and/or disabled undergraduates.
   KPI: 65% of entering students will persist the entire first year and re-enroll at the institution their second year.
   KPI: 87% of all enrolled participants served by the SSS project will meet the performance level required to stay in good academic standing, or 2.00.
   KPI: 40% of new participants served each year will graduate within six years.
KPI: 100% of newly admitted participants will have their academic and counseling needs assessed within two weeks of enrollment, and student Prescriptive Plans will be developed within two weeks of the needs assessment.
KPI: 100% of ACE participants will have the opportunity to participate in local community and cultural events.

Community Education

2012-2013

1. Continue the UPIKE School of Dance Community Education Program.
KPI: Schedule 10 classes for Fall 2012 and Spring 2013.
KPI: Develop newspaper inserts and brochure for Fall and Spring classes one month prior to classes starting.
KPI: To have a minimum of 10 dance classes with a minimum enrollment of 6 participants with instructors committed.
KPI: Host one fall and one spring performance.
KPI: In Spring 2013, survey community members to assess interest in types of classes offered.

2013-2014

1. Continue the UPIKE School of Dance Community Education Program.
KPI: Schedule 10 classes for Fall 2013 and Spring 2014.
KPI: Develop newspaper inserts and brochure for Fall and Spring classes one month prior to classes starting.
KPI: Host a fall performance and a spring performance.

2. Develop other aspects of the Community Education Program.
KPI: In Fall 2013, collaborate with the community to offer five classes of interest to area residents.
KPI: With results from Spring 2014, revise class offerings.

2014-2015

1. Continue the UPIKE School of Dance Community Education Program.
KPI: Schedule 10 classes for Fall 2013 and Spring 2014.
KPI: Begin search for a larger facility for the School of Dance
KPI: Host one fall and one spring performance.
Upward Bound

2012-2013

1. Provide fundamental support to participants in their preparation for college entrance.
   KPI: 90% of participants served during the project year will have a cumulative GPA of 2.5 or better on a four-point scale at the end of the school year.
   KPI: 85% of Upward Bound seniors served during the project year, will have achieved at the proficient level on state assessments in reading/language arts and math.
   KPI: 95% of project participants served during the project year will continue in school for the next academic year, at the next grade level, or will have graduated from secondary school with a regular secondary school diploma.
   KPI: 95% of all current and prior year Upward Bound participants, who at the time of entrance in the project had an expected high school graduation date in the school year, will complete a rigorous secondary school program of study and graduate in that school year with a regular secondary school diploma.
   KPI: 75% of all current and prior Upward Bound participants, who at the time of entrance into the project had an expected high school graduation date in the school year, will enroll in a program of postsecondary education by the fall term immediately following high school graduation or by the fall term immediately following high school, from an institution of higher education, of acceptance but deferred enrollment until the next academic semester (e.g. spring semester).  
   KPI: 60% of participants who enrolled in a program of postsecondary education, by the fall term immediately following high school graduation or by the next academic term (e.g., spring term) as a result of acceptance by deferred enrollment, will attain either an associate’s or bachelor’s degree within six years following graduation from high school.

2013-2014

1. Provide fundamental support to participants in their preparation for college entrance.
   KPI: 90% of participants served during the project year will have a cumulative GPA of 2.5 or better on a four-point scale at the end of the school year.
   KPI: 85% of Upward Bound seniors served during the project year, will have achieved at the proficient level on state assessments in reading/language arts and math.
   KPI: 95% of project participants served during the project year will continue in school for the next academic year, at the next grade level, or will have graduated from secondary school with a regular secondary school diploma.
   KPI: 95% of all current and prior year Upward Bound participants, who at the time of entrance in the project had an expected high school graduation date in the school year, will complete a rigorous secondary school program of study and graduate in that school year with a regular secondary school diploma.
   KPI: 75% of all current and prior Upward Bound participants, who at the time of entrance into the project had an expected high school graduation date in the school year, will enroll in a program of postsecondary education by the fall term immediately following high school graduation or will have received notification, by the fall term immediately following high school,
from an institution of higher education, of acceptance but deferred enrollment until the next academic semester (e.g. spring semester).
KPI : 60% of participants who enrolled in a program of postsecondary education, by the fall term immediately following high school graduation or by the next academic term (e.g., spring term) as a result of acceptance by deferred enrollment, will attain either an associate’s or bachelor’s degree within six year following graduation from high school.

2014-2015

1. Provide fundamental support to participants in their preparation for college entrance.
KPI : 90% of participants served during the project year will have a cumulative GPA of 2.5 or better on a four-point scale at the end of the school year.
KPI : 85% of Upward Bound seniors served during the project year, will have achieved at the proficient level on state assessments in reading/language arts and math.
KPI : 95% of project participants served during the project year will continue in school for the next academic year, at the next grade level, or will have graduate from secondary school with a regular secondary school diploma.
KPI : 95% of all current year and prior year Upward Bound participants, who at the time of entrance in the project had an expected high school graduation date in the school year, will complete a rigorous secondary school program of study and graduate in that school year with a regular secondary school diploma.
KPI : 75% of all current and prior Upward Bounds participants, who at the time of entrance into the project had an expected high school graduation date in the school year, will enroll in a program of postsecondary education by the fall term immediately following high school graduation or will have received notification, by the fall term immediately following high school, from an institution of higher education, of acceptance but deferred enrollment until the next academic semester (e.g. spring semester).
KPI : 60% of participants who enrolled in a program of postsecondary education, by the fall term immediately following high school graduation or by the next academic term (e.g., spring term) as a result of acceptance by deferred enrollment, will attain either an associate’s or bachelor’s degree within six year following graduation from high school.

VICE PRESIDENT for ENROLLMENT MANAGEMENT
Admissions

2012-2013

1. Attain a total undergraduate enrollment for optimal use of institutional capacity (faculty, facility, instructional resources, and institutional aid).
KPI : Maintain the number of incoming freshmen to 425 full-time students for fall of 2012.

2. Evaluate the effectiveness of the Pikeville Promise.
KPI: Compare the number of Kentucky students who qualify for tuition guarantee in fall of 2013 with number of Kentucky students who qualified in 2012.
KPI: Compare students who receive Pikeville Promise and non-recipients in the amount of aid received.
KPI: Compare the retention rate of Pikeville Promise recipients to non-recipients.

3. Evaluate the effectiveness of the new scholarship guidelines.
KPI: Compare the number of students who enrolled and were awarded institutional scholarships and number of institutional dollars spent in fall of 2013 with the number of students who enrolled and were awarded institutional scholarships in fall of 2012.
KPI: Compare the amount of aid students receive by the following scholarships: Appalachian, Honors, Alumni, Presidential and Trustees.

4. Evaluate the effectiveness of the Transfer Coordinator position.
KPI: Increase the number of transfer students to 150 in 2012. This will be accomplished with increased efforts in the KCTCS system.
KPI: Compare the amount of Kentucky transfers to out of state transfers.

5. To enhance recruitment strategies with technology based recruiting methods.
KPI: Utilize Smart phones (Samsung Galaxy and Milestone X) to increase admissions counselor availability.
KPI: Develop web based social networking sites.
KPI: Analyze data from incoming freshmen Admitted Student Survey to evaluate effectiveness of new recruitment strategies.

2013-2014

1. Attain a total undergraduate enrollment for optimal use of institutional capacity (faculty, facility, instructional resources, and institutional aid).
KPI: Increase the number of incoming freshmen to 450 full-time students for fall of 2013.

2. Evaluate the effectiveness of the Pikeville Promise.
KPI: Compare the number of Kentucky students who qualify for tuition guarantee in fall of 2014 with number of Kentucky students who qualified in 2013.
KPI: Compare students who receive Pikeville Promise and non-recipients in the amount of aid received.
KPI: Compare the retention rate of Pikeville Promise recipients to non-recipients.

3. Evaluate the effectiveness of the new scholarship guidelines.
KPI: Compare the number of students who enrolled and were awarded institutional scholarships and number of institutional dollars spent in fall of 2014 with the number of students who enrolled and were awarded institutional scholarships in fall of 2013.
KPI: Compare the amount of aid students receive by the following scholarships: Appalachian, Honors, Alumni, Presidential and Trustees.
4. Evaluate the effectiveness of Transfer Coordinator position.
   KPI: Increase the number of transfer students to 160 in 2013. This will be accomplished with increased efforts in the KCTCS system.
   KPI: Compare the amount of Kentucky transfers to out of state transfers.

5. To enhance recruitment strategies with technology based recruiting methods.
   KPI: Utilize Smart phones (Samsung Galaxy and Milestone X) to increase admissions counselor availability.
   KPI: Develop web based social networking sites.
   KPI: Analyze data from incoming freshmen Admitted Student Survey to evaluate effectiveness of new recruitment strategies.

2014-2015

1. Attain a total undergraduate enrollment for optimal use of institutional capacity (faculty, facility, instructional resources, and institutional aid).
   KPI: Increase the number of incoming freshmen to 450 full-time students for fall of 2014.

2. Evaluate the effectiveness of the Pikeville Promise.
   KPI: Compare the number of Kentucky students who qualify for tuition guarantee in fall of 2014 with number of Kentucky students who qualified in 2014.
   KPI: Compare students who receive Pikeville Promise and non-recipients in the amount of aid received.
   KPI: Compare the retention rate of Pikeville Promise recipients to non-recipients.

3. Evaluate the effectiveness of the new scholarship guidelines.
   KPI: Compare the number of students who enrolled and were awarded institutional scholarships and number of institutional dollars spent in fall of 2015 with the number of students who enrolled and were awarded institutional scholarships in fall of 2014.
   KPI: Compare the amount of aid students receive by the following scholarships: Appalachian, Honors, Alumni, Presidential and Trustees.

4. Evaluate the effectiveness of Transfer Coordinator position.
   KPI: Increase the number of transfer students to 165 in 2014. This will be accomplished with increased efforts in the KCTCS system.
   KPI: Compare the amount of Kentucky transfers to out of state transfers.

5. To enhance recruitment strategies with technology based recruiting methods.
   KPI: Utilize iPhones to increase admissions counselor availability.
   KPI: Develop web based social networking sites.
   KPI: Analyze data from incoming freshmen Admitted Student Survey to evaluate effectiveness of new recruitment strategies.
Student Financial Services

2012-2013

1. Maintain compliance with all federal, state and institutional programs.
KPI: The A-133 Audit which is completed in June 2013 will be without findings.
KPI: All state aid programs will be successfully reconciled and the end of each term and
annually by July 15, 2013.

2. Provide a quality and efficient financial aid packaging system for current and prospective
students.
KPI: All returning students who have a FAFSA on file for 2013-2014 will be packaged by April
30, 2012.
KPI: All newly accepted students for fall 2012 will be packaged within 10 business days from
receipt of ISIR/acceptance to the University of Pikeville.
KPI: All returning students that are packaged with KEES money will have the KEES money
disbursed at the beginning of each term. This early disbursement was determined due to KEES
estimate figures having less than 1% inaccuracy.

3. Educate and inform current and prospective students, as well as the campus community and
community at large, of current financial aid policies and procedures.
KPI: Conduct FA presentation to faculty at the academic orientation at the beginning of the
2012-2013 academic year.
KPI: Conduct at least 5 financial aid workshops to current students during the spring 2013 term.
KPI: Conduct at least 25 financial aid workshops to prospective students during the end of the
fall 2012 and into the spring 2013 term.
KPI: Conduct a financial aid workshop to UPIKE faculty during the February 2013 Faculty
Forum.

4. Assure that the Federal Work Study (FWS) program is maximizing federal spending,
enforcement of FWS supervisor responsibilities while increasing efficiency in FWS placement
and payroll processing.
KPI: Monitor the FWS Program closely to ensure all eligible students have equal opportunity to
work in the FWS program.
KPI: Award FWS to qualified students with an EFC equal to tuition or less. If funding permits,
award FWS to non-Pell eligible students.
KPI: All students will be placed in a work position by September 30, 2012.
KPI: Compare the FWS participation in the 2012-13 year and the FWS payroll in 2012-13 year
with participation/ payroll numbers in 2011-12.

5. Implement change in National Student Loan Data System (NSLDS) student withdrawal and
graduation reporting.
KPI: The loan coordinator will manually report each withdrawn student to NSLDS within 10
business days of the student’s withdrawal.
KPI: The director of institutional research will manually report each graduate to NSLDS within 10 business days of being notified of the student completing graduation requirements.

6. Implement and monitor the Kentucky Coal County College Completion program. K4C$ is a two year pilot program supported by coal severance money that will allow students to complete bachelor’s degrees.
KPI: Educate and inform the public and those potential students of the K4C$ degree completion program through school visits, group visits and individual counsel.
KPI: Determine eligibility of students that have received a high school diploma or have received a GED within the following nine counties: Bell, Floyd, Harlan, Johnson, Knott, Letcher, Magoffin, Martin, and Pike.
KPI: Determine eligibility based on the students that have obtained a total of 60 credit hours or more that will be transferrable and applicable toward a bachelor degree completion.
KPI: Award all eligible students appropriate K4C$ funds.
KPI: Monitor monthly all students receiving K4C$ money to assure any FA changes have not affected the overall K4C$ funds that were originally disbursed.

7. Implement and monitor student financial services within the Extension Campus Program (Distance Learning).
KPI: Provide the distance learning program students’ financial support with campus visits by student financial services staff, email, phone and US mail correspondence.
KPI: Monitor aid awarded and reporting as required.

2013-2014

1. Maintain compliance with all federal, state and institutional programs.
KPI: The A-133 Audit which is completed by June 2014 will be without findings.
KPI: All state aid programs will be successfully reconciled within each term and annually by July 15, 2014.

2. Provide a quality and efficient financial aid packaging system for current and prospective students.
KPI: All returning students who have a FAFSA on file for 2013-2014 will be packaged by April 30, 2013.
KPI: All newly accepted students for fall 2013 will be packaged within 10 business days from receipt of ISIR/acceptance to University of Pikeville.

3. Educate and inform current and prospective students as well as the campus community and community at large, of current financial aid policies and procedures.
KPI: Conduct presentation to faculty in the academic orientation at the beginning of the 2013-2014 academic year.
KPI: Conduct at least 5 financial aid workshops to current students during the spring 2014 term.
KPI: Conduct at least 25 financial aid workshops to prospective students during the end of fall 2013 and into the spring 2014 term.
KPI: Conduct a financial aid workshop to UPIKE faculty during the February 2014 Faculty Forum.

4. Assure that the Federal Work Study (FWS) program is maximizing federal spending, enforcement of FWS supervisor responsibilities while increasing efficiency in FWS placement and payroll processing.
KPI: Monitor the FWS Program closely to ensure all eligible students have equal opportunity to work in the FWS program
KPI: Award FWS to qualified students with an EFC equal to tuition or less. If funding permits, award FWS to non-Pell eligible students.
KPI: All students will be placed in a work position by September 30, 2013.
KPI: Compare the FWS participation in the 2013-14 year and the FWS payroll in 2013-14 year with participation/payroll numbers in 2012-13.

5. Continue with timely National Student Loan Data System (NSLDS) student withdrawal and graduation reporting.
KPI: The loan coordinator will manually report each withdrawn student to NSLDS within 10 business days of the student’s withdrawal.
KPI: The director of institutional research will manually report each graduate to NSLDS within 10 business days of being notified of the student completing graduation requirements.

6. Continue to process and monitor the Kentucky Coal County College Completion program. K4C$ is a two year pilot program supported by coal severance money that will allow students to complete bachelor’s degrees.
KPI: Educate and inform the public and those potential students of the K4C$ degree completion program through school visits, group visits and individual counsel.
KPI: Determine eligibility of students that have received a high school diploma or have received a GED within the following nine counties: Bell, Floyd, Harlan, Johnson, Knott, Letcher, Magoffin, Martin, and Pike.
KPI: Determine eligibility based on the students that have obtained a total of 60 credit hours or more that will be transferrable and applicable toward a bachelor degree completion.
KPI: Award all eligible students appropriate K4C$ funds.
KPI: Monitor monthly all students receiving K4C$ money to assure any FA changes have not affected the overall K4C$ funds that were originally disbursed.
KPI: Determine success of the two year Program with degree completion figures in comparison to those prior to the beginning of the K4C$ programs in 2012-13.

7. Continue processing and monitoring student financial services within the Extension Campus Program (Distance Learning).
KPI: Provide the distance learning program students’ financial support with campus visits by student financial services staff, email, phone and US mail correspondence.
KPI: Monitor aid awarded and reporting as required.
1. Maintain compliance with all federal, state and institutional programs.
   KPI: The A-133 Audit which is completed by June 2015 will be without findings.
   KPI: All state aid programs will be successfully reconciled within each term and annually by
   July 15, 2015.

2. Provide a quality and efficient financial aid packaging system for current and prospective
   students.
   KPI: All returning students who have a FAFSA on file for 2014--2015 will be packaged by
   April 30, 2014.
   KPI: All newly accepted students for fall 2014 will be packaged within 10 business days from
   receipt of ISIR/acceptance to University of Pikeville.

3. Educate and inform current and prospective students as well as the campus community and
   community at large, of current financial aid policies and procedures.
   KPI: Conduct presentation to faculty in the academic orientation at the beginning of the 2014-
   2015 academic year.
   KPI: Conduct at least 5 financial aid workshops to current students during the spring 2015 term.
   KPI: Conduct at least 25 financial aid workshops to prospective students during the end of fall
   2013 and into the spring 2015 term.
   KPI: Conduct a financial aid workshop to UPIKE faculty during the February 2015 Faculty
   Forum.

4. Assure that the Federal Work Study (FWS) program is maximizing federal spending,
   enforcement of FWS supervisor responsibilities while increasing efficiency in FWS placement
   and payroll processing.
   KPI: Monitor the FWS Program closely to ensure all eligible students have equal opportunity to
   work in the FWS program
   KPI: Award FWS to qualified students with an EFC equal to tuition or less. If funding permits,
   award FWS to non-Pell eligible students.
   KPI: All students will be placed in a work position by September 30, 2014.
   KPI: Compare the FWS participation in the 2014-15 year and the FWS payroll in 2014-15 year
   with participation/payroll numbers in 2013-14.

5. Continue with timely National Student Loan Data System (NSLDS) student withdrawal and
   graduation reporting.
   KPI: The loan coordinator will manually report each withdrawn student to NSLDS within 10
   business days of the student’s withdrawal.
   KPI: The director of institutional research will manually report each graduate to NSLDS within
   10 business days of being notified of the student completing graduation requirements.

6. Continue processing and monitoring student financial services within the Extension Campus
   Program (Distance Learning).
KP: Provide the distance learning program students’ financial support with campus visits by student financial services staff, email, phone and US mail correspondence.
KPI: Monitor aid awarded and reporting as required.

Retention

2012-2013

1. Submit Title III Grant Application for Funding of Centralized Student Success Center
   KPI: Collaborate with the Office of Development and all campus stakeholders to determine the desired components of the Center.
   KPI: Attend NACADA conference (on academic advising) in Nashville, TN in October 2012.
   KPI: Survey stakeholders on Freshmen Advising in November 2012.
   KPI: Conduct a series of meetings with stakeholders to hone priorities, develop budget, and write polished proposal.
   KPI: Submit grant application by March 1, 2013

2. Apply for ARC Grant for Latino Student Success through the ACA (Appalachian College Association)
   KPI: Attend Institute for Student Success in Johnson City, TN – September 2012.
   KPI: Hold weekly meetings with team members to develop grant proposal.
   KPI: Survey current UPike Latino students by conducting focus group.
   KPI: Attend ACA Summit in Knoxville, TN for opportunity to discuss proposal draft with ARC leadership.
   KPI: Submit grant application by December 1, 2012.

3. Provide a support structure to promote student retention and success.
   KPI: Meet at least once with all faculty, staff, and student organizations that impact student retention and success during 2012-2013.
   KPI: Maintain kiosks on campus where critical information can be available to students who need to know where student success services are located.
   KPI: Hold weekly workshops on various topics pertinent to students’ current needs.

4. Maintain quality student retention and success services to first-time, full-time freshmen.
   KPI: Develop Quick Reference Sheet for information and answers to FAQ targeted toward FTFT freshmen and disseminate to campus community.
   KPI: Seek professional development opportunities to enhance efficiency.
   KPI: Contact all students referred to the student success office and provide feedback as possible to the referring parties.

5. Maintain support services to offices impacting student success such as: financial services, business office, student services, and academic affairs.
   KPI: Assist faculty and staff in locating students with excessive absences and help them successfully return to classes.
KPI: Assist financial services by creating academic plans for students facing warnings or suspensions resulting from unsatisfactory progress according to federal guidelines.
KPI: Aid the business office by helping students seek solutions to eradicate debt to the institution.
KPI: Assist registrar’s office with academic advising and checking students’ schedules for prerequisites and eligibility issues.

2013-2014

1. Submit Title III Grant Application for Funding of Centralized Student Success Center
KPI: Write job descriptions for Academic Coaches/Freshmen Advisors, Mental Health Counselors, and student workers.
KPI: Conduct a nationwide recruitment for seasoned Mental Health Counselors.
KPI: Promote campus buy-in of Student Success Center with series of informational meetings and open-dialogue discussions.
KPI: Create blueprint of location and layout of physical space for Center.

2. Implement Plans for Multicultural Center Funded by ARC Grant
KPI: Create conversational centers within current student lounge.
KPI: Renovate kitchen area of old Bear’s Den for multicultural kitchen experiences.
KPI: Purchase kitchen tools and equipment.
KPI: Create programming for Foreign Language Festival, foreign movie nights, guest speakers.
KPI: Partner with Admissions to recruit Latino students in Lexington and Louisville areas.
KPI: Translate selected admissions pieces to Spanish and print limited copies for recruiting.
KPI: Collaborate with Office for Global Education to create Summer Bridge Program.

3. Provide a support structure to promote student retention and success.
KPI: Meet at least once with all faculty, staff, and student organizations that impact student retention and success during 2013-2014.
KPI: Maintain kiosks on campus where critical information can be available to students who need to know where student success services are located.
KPI: Hold weekly workshops on various topics pertinent to students’ current needs.

4. Maintain quality student retention and success services to first-time, full-time freshmen.
KPI: Develop Handbook for BEARS mentoring program.
KPI: Seek professional development opportunities to enhance efficiency.
KPI: Contact all students referred to the student success office and provide feedback as possible to the referring parties.

5. Maintain support services to offices impacting student success such as: financial services, business office, student services, and academic affairs.
KPI: Assist faculty and staff in locating students with excessive absences and help them successfully return to classes.
KPI: Assist financial services by creating academic plans for students facing warnings or suspensions resulting from unsatisfactory progress according to federal guidelines.
KPI: Aid the business office by helping students seek solutions to eradicate debt to the institution.
KPI: Assist registrar’s office with academic advising and checking students’ schedules for prerequisites and eligibility issues.

2014-2015

1. Initiate full-service Student Success Center
   KPI: Construct offices.
   KPI: Hire staff for Student Success Center.
   KPI: Hold grand opening celebration in new Student Success Center.

2. Assess Effectiveness of Multicultural Center on Retention of Latino students.
   KPI: Monitor traffic through Multicultural Center via logbook maintained by work study students.
   KPI: Request retention report from Institutional Effectiveness Officer and compare percentage to previous year.
   KPI: Survey participants to ascertain what is working well and what is still desired.

3. Provide a support structure to promote student retention and success.
   KPI: Meet at least once with all faculty, staff, and student organizations that impact student retention and success during 2014-2015.
   KPI: Maintain kiosks on campus where critical information can be available to students who need to know where student success services are located.
   KPI: Hold weekly workshops on various topics pertinent to students’ current needs.

4. Maintain quality student retention and success services to first-time, full-time freshmen.
   KPI: Seek professional development opportunities to enhance efficiency.
   KPI: Contact all students referred to the student success office and provide feedback as possible to the referring parties.

5. Maintain support services to offices impacting student success such as: financial services, business office, student services, and academic affairs.
   KPI: Assist faculty and staff in locating students with excessive absences and help them successfully return to classes.
   KPI: Assist financial services by creating academic plans for students facing warnings or suspensions resulting from unsatisfactory progress according to federal guidelines.
   KPI: Aid the business office by helping students seek solutions to eradicate debt to the institution.
   KPI: Assist registrar’s office with academic advising and checking students’ schedules for prerequisites and eligibility issues.
VICE PRESIDENT for DEVELOPMENT

Development

2012-2013

1. Increase the number of donors and the aggregate amount of giving for the University of Pikeville
KPI: Create a timeline that strategically aligns the three areas of Communications (coordination of all materials, publications, and other forms of communication to alumni and friends of the university), Relationships (planning events to engage the continuum of alumni and friends of the university), and Resource development (implementation of annual fund, phonathon, fundraising events, and major gift cultivation initiatives) – July 2012:
KPI: Continue the student Thank-you-thon to recognize donors from the preceding six months from January 1, 2012 through June 30, 2012 – July 2012
KPI: All gifts and sponsorships will be processed through the Office of Development for inclusion in the FY2012 Annual Report – July 2012
KPI: Increase the number of donors and aggregate amount of giving as compared to the previous fiscal year by 10%
KPI: Continue the student Thank-you-thon to recognize donors from the preceding six months from July 1, 2012 through December 31, 2012
KPI: Raise funds through the phonathon for FY2013 and increase number of donors and aggregate giving by 10%
KPI: Continue the recognition program implementation including the Benefactor Plaza recipients with different donor thank you gifts by July 1, 2013
KPI: Identify key fundraising initiatives for next 18 months, including the President and the Executive Staff prioritizes fundraising initiatives, targets individual donors/businesses with preferred area of support, and departments work with the Vice President for Development to prioritize and plan fundraising initiatives
KPI: Complete Coal Building fundraising recognition by January 2013
KPI: Develop a donor research process including identification of new donors and wealth screening processes by spring 2013
KPI: Identify grant funding initiatives in line with fundraising initiatives for next 18 months identified with prioritization determined by the President and the Executive Staff, a connection to the UPIKE Strategic Plan, and accounting and documentation/follow-up coordinated with the Business Office
KPI: Apply for significant grant funding for targeted initiatives including Title III grant
KPI: Organize a sustained planned giving effort for the University
KPI: Create a strategic plan and timeline for the creation of a community foundation in Pikeville to benefit the community and the University

2013-2014

1. Increase the number of donors and the aggregate amount of giving for the University of Pikeville
KPI: Create a timeline that strategically aligns the three areas of Communications (coordination of all materials, publications, and other forms of communication to alumni and friends of the university), Relationships (planning events to engage the continuum of alumni and friends of the university), and Resource development (implementation of annual fund, phonathon, fundraising events, and major gift cultivation initiatives)

KPI: Continue the student Thank-you-thon to recognize donors from the preceding six months from January 1, 2013 through June 30, 2013 – July 2013

KPI: All gifts and sponsorships will be processed through the Office of Development for inclusion in the FY2013 Annual Report

KPI: Increase the number of donors and aggregate amount of giving as compared to the previous fiscal year by 8%

KPI: Continue the student Thank-you-thon to recognize donors from the preceding six months from July 1, 2013 through December 31, 2013

KPI: Raise funds through the phonathon for FY2014 and increase number of donors and aggregate giving by 8%

KPI: Continue the recognition program implementation including the Benefactor Plaza recipients by July 1, 2014

KPI: Identify key fundraising initiatives for next 18 months, including the President and the Executive Staff prioritizes fundraising initiatives, targets individual donors/businesses with preferred area of support, and departments work with the Vice President for Development to prioritize and plan fundraising initiatives

KPI: Develop a new donor research process including identification of new donors and wealth screening processes by July 2013

KPI: Identify grant funding initiatives in line with fundraising initiatives for next 18 months identified with prioritization determined by the President and the Executive Staff, a connection to the UPIKE Strategic Plan, and accounting and documentation/follow-up coordinated with the Business Office that have (1) prioritization determined by the President and the Executive Staff; (2) connection to the UPIKE Strategic Plan; and (3) accounting and documentation/follow-up coordinated with the Business Office

KPI: Identify top grant proposal initiatives in line with fundraising initiatives for next 18 months

KPI: Apply for significant grant funding for targeted initiatives including any follow up on the Title III grant

KPI: Hire a planned giving officer and begin a sustained planned giving effort for the University

KPI: Begin implementation of the strategic plan for the creation of a community foundation in Pikeville to benefit the community and the University

2014-2015

1. Increase the number of donors and the aggregate amount of giving for the University of Pikeville

KPI: Create a timeline that strategically aligns the three areas of Communications (coordination of all materials, publications, and other forms of communication to alumni and friends of the university), Relationships (planning events to engage the continuum of alumni and friends of the university), and Resource development (implementation of annual fund, phonathon, fundraising events, and major gift cultivation initiatives)
KPI: Continue the student Thank-you-thon to recognize donors from the preceding six months from January 1, 2014 through June 30, 2014 – July 2014
KPI: All gifts and sponsorships will be processed through the Office of Development for inclusion in the FY2014 Annual Report
KPI: Increase the number of donors and aggregate amount of giving as compared to the previous fiscal year by 7%
KPI: Continue the student Thank-you-thon to recognize donors from the preceding six months from July 1, 2014 through December 31, 2014
KPI: Raise funds through the phonathon for FY2015 and increase number of donors and aggregate giving by 7%
KPI: Continue the recognition program implementation including the Benefactor Plaza recipients by July 1, 2015
KPI: Identify key fundraising initiatives for next 18 months, including the President and the Executive Staff prioritizes fundraising initiatives, targets individual donors/businesses with preferred area of support, and departments work with the Vice President for Development to prioritize and plan fundraising initiatives
KPI: Develop a new donor research process including identification of new donors and wealth screening processes by July 2014
KPI: Identify grant funding initiatives in line with fundraising initiatives for next 18 months identified with prioritization determined by the President and the Executive Staff, a connection to the UPIKE Strategic Plan, and accounting and documentation/follow-up coordinated with the Business Office that have (1) prioritization determined by the President and the Executive Staff; (2) connection to the UPIKE Strategic Plan; and (3) accounting and documentation/follow-up coordinated with the Business Office
KPI: Identify top grant proposal initiatives in line with fundraising initiatives for next 18 months
KPI: Apply for significant grant funding for targeted initiatives including any follow up on the Title III grant
KPI: Continue implementation of the strategic plan for the creation of a community foundation in Pikeville to benefit the community and the University

Alumni Relations

2012-2013

1. Plan events and activities that foster increased connections between the university and alumni, friends, and the surrounding community to further the efforts of the institution.
KPI: Organize an Alumni Association trip abroad including travel companies, costs, staff, etc.
KPI: Execute a successful alumni trip to predetermined location by June 30, 2013
KPI: Plan a Grandparents University experience for summer 2013
KPI: Market Grandparents University through a variety of publicity mediums with accompanying timelines
KPI: Produce an annual report magazine for the university in conjunction with Public Relations Office for distribution in October 2012
KPI: Plan monthly alumni events at regional and national locations including create information/purpose strategy for each event, determine target audiences, and utilize event planning matrix
KPI: Schedule rooms and facilities for 2014-2015
KPI: Continue the development of the “Gateway” concept for the Alumni Association as a result of strategic planning sessions and other individual discussions

2013-2014

1. Plan events and activities that foster increased connections between the university and alumni, friends, and the surrounding community to further the efforts of the institution.
KPI: Run first Grandparents University experience – July 2013
KPI: Market Grandparents University through a variety of publicity mediums with accompanying timelines
KPI: Plan a Grandparents University experience for summer 2014 – August 2013
KPI: Organize a second alumni trip abroad by July 2013
KPI: Execute a successful alumni trip to predetermined location by June 30, 2014
KPI: Produce an annual report magazine for the university in conjunction with Public Relations Office for distribution in September/October 2013
KPI: Plan monthly alumni events at regional and national locations including create information/purpose strategy for each event, determine target audiences, and utilize event planning matrix
KPI: Schedule rooms and facilities for 2015-2016
KPI: Continue development of the “Gateway” concept for the Alumni Association as a result of strategic planning sessions and other individual discussions

2014-2015

1. Plan events and activities that foster increased connections between the university and alumni, friends, and the surrounding community to further the efforts of the institution.
KPI: Run second Grandparents University experience – July 2014
KPI: Market Grandparents University through a variety of publicity mediums with accompanying timelines
KPI: Plan a Grandparents University experience for summer 2014 – August 2013
KPI: Organize a second alumni trip abroad by July 2014
KPI: Execute a successful alumni trip to predetermined location by June 30, 2015
KPI: Produce an annual report magazine for the university in conjunction with Public Relations Office for distribution in September/October 2014
KPI: Plan monthly alumni events at regional and national locations including create information/purpose strategy for each event, determine target audiences, and utilize event planning matrix
KPI: Schedule rooms and facilities for 2016-2017
KPI: Continue development of the “Gateway” concept for the Alumni Association as a result of strategic planning sessions and other individual discussions