The Leading University of Central Appalachia

UNIVERSITY OF PIKEVILLE

STRATEGIC PLAN

2014-2017
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

The University of Pikeville is the leading higher education institution of Central Appalachia. Founded in 1889, UPIKE remains steadfast in our commitment to preparing students for the future while creating intellectual, cultural, and economic opportunities for Appalachia. Maintaining our commitment to Christian principles, UPIKE recognizes the infinite worth of each person, respecting a variety of religious expressions.

UPIKE achieves its mission by:

- Creating a pathway to higher education for all students who desire to embark upon that journey and attracting and retaining high caliber students who will be future regional, national, and global leaders.
- Preparing graduates through quality academic programs, grounded in the liberal arts, and through involvement in community service, experiential learning, research, athletics, humanitarian efforts, and global outreach.
- Achieving academic excellence by maintaining academic rigor and relevancy in undergraduate, graduate, and professional degree programs.
- Attracting and retaining distinguished faculty, staff, administrators, trustees, and alumni who are dedicated to meeting the individual needs of students, promoting a caring and supportive environment conducive to learning, and meeting the needs of an evolving University; and
- Providing superior infrastructure with state-of-the-art classrooms, clinics, instructional materials, physical facilities, technological infrastructure and campus amenities through sound fiscal policy and efficient and effective administrative services.

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: 2014-2015, 2015-2016, and 2016-2017.
PRESIDENT’S OFFICE

Public Relations/Marketing

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 a “President’s Report” with the goal of promoting the university and the launch of the “Advance UPIKE” capital campaign. Develop and design a publication to communicate the university’s Vision 2025 growth plans to the UPIKE community and supporters. Both publications will be in print and online.

(Maturation of university structure and functions)

KPI: Develop and design secondary logos for the university.

KPI: Continue to 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.

(Promotion of University, community and region.)

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

(Promotion of University, community and region / community partnerships / health professions education / programs)

KPI: Develop promotional materials for new colleges and programs: Coleman College of Business, Global Education Program, Kentucky College of Optometry, School of Nursing and College of Education.

(Promotion of University, community and region / community partnerships)

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.

(Promotion of University, community and region.)

2015-2016

1. Enhance the image and mission of the University of Pikeville 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 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.
KPI: Continue to promote undergraduate and graduate programs and extension campuses.
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.

2016-2017

Enhance the image and mission of the University of Pikeville 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: Produce a President’s Report with the goal of promoting the university and the continued success of the “Advance UPIKE” capital campaign. Update publication communicating the university’s Vision 2025 growth plans. Both publications will be in print and online.
KPI: Continue to 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.
KPI: Continue to promote undergraduate and graduate programs and extension campuses.
KPI: Continue to promote newest colleges and programs: Coleman College of Business, Global Education Program, Kentucky College of Optometry, School of Nursing and College of Education.
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

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.
(Promotion of University, community and region / online learning opportunities)

2015-2016
Advance the image and mission of the University of Pikeville 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 upike.edu and upikebears.com centered around mobile computing and preparing UPIKE communications for the post-personal computer era.

**2016-2017**

Advance the image and mission of the University of Pikeville 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: Continue to develop website structure (redesign and increased functionality) for upike.edu and upikebears.com with a focus on meeting mobile computing needs.

**Intercollegiate Athletics**

**2014-2015**

1. In order to help with enrollment, athletics will have 590 student-athletes
KPI: Also helping with enrollment, athletics will have a retention rate of 80% of varsity athletes.
KPI: Combined varsity student-athletes will have a cumulative GPA 2.8 or higher.
KPI: To have 70 student-athletes earn All Mid-South Conference All-Academic honors
KPI: To have 30 student-athletes earn NAIA Scholar Athlete
KPI: To have 80% of our athletic teams stay within their budget.

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**Institutional Research and Effectiveness**

**2014-2015**

1. Provide leadership for institutional planning.
   KPI: Assist all unit coordinators to develop measurable objectives with key performance indicators for three year cycle beginning 2014-2015, and in the analysis and use of assessment results from 2013-2014 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, Vice President for Optometric Education, as well as other vice presidents and program directors, to determine on-going research and planning priorities.

2. Provide coordination for program evaluation and outcomes assessment.
   KPI: Collect throughout the year and disseminate data by June 2015 to educational and administrative/support services units of the institution for use in strategic planning and institutional effectiveness planning.

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.

**2015-2016**

1. Provide leadership for institutional planning.
   KPI: Assist all unit coordinators to develop measurable objectives with key performance indicators for three year cycle beginning 2015-2016, and in the analysis and use of assessment results from 2014-2015 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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KPI: Assist the Student Financial Services Office with regulatory compliance of Title IV funds and monitoring student loan default levels.

2016-2017

1. Provide leadership for institutional planning.
KPI: Assist all unit coordinators to develop measurable objectives with key performance indicators for three year cycle beginning 2016-2017, and in the analysis and use of assessment results from 2015-2016 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, Vice President for Optometric Education, as well as other vice presidents and program directors, to determine on-going research and planning priorities.

2. Provide coordination for program evaluation and outcomes assessment.
KPI: Collect throughout the year and disseminate data by June 2017 to all educational and administrative/support services units of the institution for use in strategic planning and institutional effectiveness planning.

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.
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VICE PRESIDENT for ACADEMIC AFFAIRS

2014-2015

1. Enhance recruiting by developing academic programs to meet students’ needs by adding, revising and eliminating programs.

KPI: Examine the feasibility of an adult education program to allow completion of a bachelor’s degree.

KPI: Work to develop a Telecommunications Certification program.

KPI: Actions prompted by institutional effectiveness planning and assessment of programs.

2. Develop University-wide Faculty Governance Structure

KPI: Work with University Handbook Committee, Human Resources, and other Deans to develop a draft University Faculty handbook to replace current KYCOM and CAS Handbooks.

KPI: Present Draft to Faculty and Board of Trustees for approval.

3. 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 expand global education (Study Away) program.

KPI: Aggressive seek external funding for experiential learning activities.

KPI: Increase the number of internships opportunities for students.

4. Expand Distance Education opportunities and programs.

KPI: Work with Faculty to develop a best practices manual for distance education.

KPI: Provide better professional development for faculty related to how to teach in distance education environment.

KPI: Develop a list of key programs that can be run in Distance Education format, especially an Adult Education program.

5. Work to recruit and retain a highly motivated faculty and staff.

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

6. Improve student learning by improving classrooms and academic support services.
KPI: Develop plan to renovate classrooms in the administration building.
KPI: Develop and initiate plan to upgrade existing classroom furniture with furniture that would allow for greater collaborative learning.
KPI: Work with VP for Enrollment Management, Director of Student Success, Registrar to improve advising of undergraduate students.

7. Improve transferability with local community colleges
KPI: Work with Registrar to update all transfer guides.
KPI: Develop a transfer manual for use by community college faculty.

2015-2016

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: If deemed appropriate, initiate adult learning program
KPI: If deemed appropriate, initiate certificate and CEU programs.

2. Develop University-wide Faculty Governance Structure
KPI: Implement new University Faculty Governance Structure.

3. Develop plan to split the VPAA and Dean, CAS position into two positions.
KPI: If approved, hire new position.

3. 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 seek external funding for experiential learning activities.
KPI: Continue to increase the number of internships opportunities for students.

4. Expand Distance Education opportunities and programs.
KPI: Finalize Best practices manual for distance education.
KPI: Continue to expand technological capability to provide better distance education opportunities.
KPI: Continue to provide better professional development for faculty related to how to teach in distance education environment.
KPI: Work with Deans to expand distance programs.

5. Work to recruit and retain a highly motivated faculty and staff.
KPI: Continue to work with faculty and the Development office to identify potential funding sources for faculty and student opportunities.
KPI: Implement plans to address salary shortfalls in comparison to benchmark institutions.

6. Improve student learning by improving classrooms and academic support services.
   KPI: Implement plan to renovate Administration Building Classrooms.
   KPI: Develop plans to repurpose the Allara Library facility.
   KPI: Continue to work with faculty and staff to improve academic support services.
   KPI: Continue to implement plan to upgrade existing classroom furniture and technology
   KPI: Implement Academic Advising improvement plan.

7. Maintain University’s Regional Accreditation
   KPI: Begin to prepare for fifth year report for SACSCOC.

2016-2017

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: Continue to expand adult education and 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: Continue to aggressively seek external funding for experiential learning activities.

4. Expand Distance Education opportunities and programs.
   KPI: Continue to improve technological capability to provide better distance education opportunities.
   KPI: Continue to provide better professional development for faculty related to how to teach in distance education environment.
   KPI: Continue to work with Deans to continue to expand distance programs.

5. Work to recruit and retain a highly motivated faculty and staff.
   KPI: Continue to work with faculty and the Development office to identify potential funding sources for faculty and student opportunities.
   KPI: Continue to implement plans to address salary shortfalls in comparison to benchmark institutions.

6. Improve student learning by improving classrooms and academic support services.
   KPI: Continue to work with faculty and staff to improve academic support services.
   KPI: Continue to implement plan to upgrade existing classroom furniture and technology
   KPI: Complete implementation of Academic Advising improvement plan.

7. Maintain University’s Regional Accreditation
   KPI: Complete draft of fifth year report for SACSCOC.
Dean’s Office, College of Arts and Sciences

Division of Humanities

2014-2015

1. To enhance the culture of learning at UPIKE.
   KPI: Identify Convocation Series grant/sponsor for presenters/events at the national level, drawing a regional audience.
   KPI: Increase and/or maintain student membership in vibrant clubs and honor societies.
   KPI: Showcase Humanities faculty through recitals, readings, shows, and other events.
   KPI: Support Special Events Committee.

2. To maintain academic excellence in a student-centered curriculum.
   KPI: Assess success of online courses.
   KPI: Explore feasibility of offering entire online programs.
   KPI: Increase Experiential Learning opportunities.
   KPI: Increase Global Studies opportunities for students and faculty.
   KPI: Assess effectiveness of all programs and initiate needed improvements.
   KPI: Increase on- and off-campus faculty development.
   KPI: Maintain a highly qualified and motivated faculty.
   KPI: Implement M.A. in TESOL
   KPI: Develop M.A. in Sec. Ed. Spanish (in collaboration with Education Division)

3. To promote the University, community, and region.
   KPI: Collaborate with Admissions staff in promoting Humanities programs.
   KPI: Collaborate with Public Affairs Office to promote Humanities events.
   KPI: Host meetings and annual conferences of professional organizations (for example, Kentucky Philological Association, Appalachian College Association).
   KPI: Implement Continuing Education Program, or not-for-credit enrichment courses for the community.
   KPI: Assist Alumni Association
   KPI: Collaborate with Southeast Kentucky Tourism Office

4. To develop community partnerships
   KPI: Collaborate with CCOB in addressing community needs.
   KPI: Solidify partnership between Arts Administration Major and Jenny Wiley Theater in downtown Pikeville.
   KPI: Solidify partnerships between Film and Media Arts Major and public entities.
   KPI: Collaborate with Chamber of Commerce

2015-2016

1. To enhance the culture of learning at UPIKE.
   KPI: Strengthen Convocation Series.
KPI: Increase and/or maintain student membership in vibrant clubs and honor societies.
KPI: Showcase Humanities faculty through recitals, readings, shows, and other events.
KPI: Support Special Events Committee.
KPI: Be open to new opportunities whenever they arise.

2. To maintain academic excellence in a student-centered curriculum.
KPI: Assess success of online courses.
KPI: Follow through with online programs.
KPI: Maintain Experiential Learning opportunities.
KPI: Increase Global Studies opportunities for students and faculty.
KPI: Assess effectiveness of all programs and initiate needed improvements.
KPI: Increase on- and off-campus faculty development.
KPI: Maintain a highly qualified and motivated faculty.
KPI: Promote and support new M.A. in TESOL.
KPI: Implement M.A. in Sec. Ed. Spanish (in collaboration with Education Division)

3. To promote the University, community, and region.
KPI: Collaborate with Admissions staff in promoting Humanities programs.
KPI: Collaborate with Public Affairs Office to promote Humanities events.
KPI: Host meetings and annual conferences of professional organizations.
KPI: Assist Alumni Association
KPI: Collaborate with Southeast Kentucky Tourism Office

4. To develop community partnerships
KPI: Continue to identify new opportunities for partnerships.
KPI: Assess existing partnerships and improve them.

2016-2017

1. To contribute effectively to UPIKE’s strategic plan, “Vision 2025.”
KPI: Develop mission statement for Humanities Division and each discipline.
KPI: Develop mission statements for each discipline.
KPI: Develop online and hybrid course offerings in each discipline, as appropriate.
KPI: Develop new programs to address regional needs, ideally in partnership with outside entities and/or other institutions.
KPI: Support recruitment and retention of traditional as well as non-traditional and international students.
KPI: Contribute to UPIKE branding by offering cultural events to campus and regional communities.
KPI: Enhance major and minor programs to create student interest.
KPI: Continue a policy of prudent budgeting.
KPI: Be open to new opportunities whenever/wherever they arise.

2. To maintain academic excellence in a student-centered curriculum.
KPI: Assess success of online and hybrid courses; compare/contrast with success in F2F courses.
KPI: Maintain and/or increase Experiential Learning opportunities.
KPI: Increase Global Studies opportunities for students and faculty.
KPI: Assess effectiveness of all programs and initiate needed improvements.
KPI: Increase on- and off-campus faculty development.
KPI: Maintain a highly qualified and motivated faculty.
KPI: Create innovative learning opportunities for students, inside and outside the classroom.
KPI: Implement Theatre minor.
KPI: Implement M.A. in TESOL.
KPI: Increase research opportunities for students.

3. To promote the University, community, and region.
KPI: Collaborate with Admissions staff in promoting Humanities programs and events.
KPI: Collaborate with Public Affairs Office to promote Humanities programs and events.
KPI: Host meetings and annual conferences of professional organizations.
KPI: Assist Alumni Association.
KPI: Encourage faculty involvement in regional organizations.

4. To develop community partnerships.
KPI: Continue to identify new opportunities for partnerships.
KPI: Assess existing partnerships and strengthen them.

Division of Mathematics and Natural Sciences

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).
   KPI: Number of scholars accepted into the OMSP.

2015-2016

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.
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Division of Social Sciences

2014-2015

1. To grow the Division
KPI : The Social Science Division will add the Communication program to its folds.
KPI : The Social Science Division will work on ways to coordinate and facilitate this change including but not limited to reviewing its general education offerings.
KPI : The Social Work program will increase the number of students in the program by 10%.

2. Encourage faculty development.
KPI : Continue participation in KIIS, TWC, and conferences.
KPI : Encourage faculty to explore development of on line courses.

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 students 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 conduct outreach within the University student population.
KPI: Host a What’s Up Wednesday or other similar gathering of students.

6. 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.

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

8. 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.

2015-2016

1. To grow the Division programs
KPI: The Social Science Division will add the Communication program to its folds.
KPI: The Social Science Division will work on ways to coordinate and facilitate this change including but not limited to reviewing its general education offerings.

2. To grow the Social Work program
KPI: The Social Work program will increase the number of students in the program by 20%
KPI: The Social Work program will develop a larger base of field work placement sites--increasing by at least 5 sites. This will bring more attention to our program in the area and expand the opportunities available to our students.

3. Encourage faculty development.
KPI: Continue participation in KIIS, TWC, and conferences.
KPI: Encourage faculty to explore development of on line courses.

4. 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.

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

6. The Division will conduct outreach within the University student population.  
   KPI: Host a What’s Up Wednesday or other similar gathering of students.

7. 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.  
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8. Develop more community outreach.  
   KPI: Encourage faculty to develop contacts in the community for funding opportunities and/or program development.

9. 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.

2016-2017

1. To grow the Division programs  
   KPI: The Social Science Division will add the Communication program to its folds.  
   KPI: The Social Science Division will work on ways to coordinate and facilitate this change including but not limited to reviewing its general education offerings.

2. To grow the Social Work program  
   KPI: The Social Work program will increase the number of students in the program by 20%.  
   KPI: The Social Work program will develop a larger base of field work placement sites--increasing by at least 5 sites. This will bring more attention to our program in the area and expand the opportunities available to our students.

3. Encourage faculty development.  
   KPI: Continue participation in KIIS, TWC, and conferences.  
   KPI: Encourage faculty to explore development of on line courses.

4. 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.

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

6. The Division will conduct outreach within the University student population.
KPI: Host a What’s Up Wednesday or other similar gathering of students.

7. 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.

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

9. 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.

Dean’s Office, Coleman College of Business

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.
KPI: New, or inexperienced, faculty members will participate in academic advising workshops in the fall 2014 semester.
KPI: Faculty and students will engage in their academic disciplines through applied, innovative and supportive learning experiences, research and scholarly experiences throughout the fall 2014 and the spring 2015 semesters.
KPI: Seek collaborative opportunities with the business program and other academic disciplines to create viable business plans and potential businesses by February, 2015.
KPI: Evaluate the business administration curriculum and if modifications are needed, submit curriculum proposals by March, 2015.
2. Continue to establish additional and stronger ties to the business community in Central Appalachia.  
KPI: Assess opportunities to better serve the business community in the region throughout the academic year.  
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 CCOB participate in community and civic engagement with area civic clubs and the Southeast Kentucky Chamber of Commerce.  

3. Strengthen the graduate program in business at the University of Pikeville.  
KPI: Assess the curriculum in the two graduate degree programs. If curriculum changes are deemed appropriate, the proposed changes will be completed by March, 2015, for approval.  
KPI: Admit additional graduate students by June, 2015.  
KPI: Implement and/or refine assessment tools in the program February, 2015.  
KPI: Advertise nationally for anticipated or identified vacancies in faculty positions by February, 2015.  

4. Increase experiential learning opportunities for students in the CCOB.  
KPI: Evaluate the feasibility of establishing a Volunteer Income Tax Assistance program (VITA) with the Internal Revenue Service and the CCOB by December, 2014.  
KPI: Encourage and facilitate participation in the Frankfort Internship program by December, 2014.  
KPI: Identify additional opportunities for internships to all students in the CCOB by March, 2015.  
KPI: Evaluate the feasibility of hosting a conference for business students from colleges and universities across Kentucky by December, 2014.  

5. Expand and further develop the Kentucky Innovation Center-Pikeville Office.  
KPI: Increase the outreach of the Innovation Center by February, 2015.  
KPI: Work with area high schools to encourage entrepreneurial education by November, 2014.  
KPI: Host business plan competitions for aspiring entrepreneurs at least three times throughout the academic year.  

2015-2016  

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, 2015.  
KPI: Advertise nationally for anticipated or identified vacancies in faculty positions by January, 2016.  
KPI: New, or inexperienced, faculty members will participate in academic advising workshops in the fall 2015 semester.  
KPI: Faculty and students will engage in their academic disciplines through applied, innovative and supportive learning experiences, research and scholarly experiences throughout the fall 2015 and the spring 2016 semesters.
2. Continue to establish additional and stronger ties to the business community in Central Appalachia.
KPI: Meet with Advisory Board members at least one time in the fall semester of 2015 and at least one time in the spring semester of 2016.
KPI: At least 50% of the faculty members in the College participate in community and civic engagement with area civic clubs and the Southeast Kentucky Chamber of Commerce.
KPI: Seek opportunities with area businesses to expand internship options for undergraduate and graduate students by December 2015.
KPI: Determine by September 2015, the practicality of creating a business plan competition for college and university students throughout the Commonwealth of Kentucky, to be hosted by the Coleman College of Business.

3. Strengthen the graduate program in business at the University of Pikeville.
KPI: Admit additional graduate students by June, 2016.
KPI: Implement and/or refine assessment tools in the program by November, 2015.

4. Expand and further develop the Kentucky Innovation Center-Pikeville Office.
KPI: Increase the outreach of the Innovation Center by February, 2016.
KPI: Expand the work with area high schools in encourage entrepreneurial education by November, 2015.
KPI: Host business plan competitions for aspiring entrepreneurs at least three times throughout the academic year

2016-2017

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, 2016.
KPI: Advertise nationally for anticipated or identified vacancies in faculty positions by January, 2017.
KPI: New, or inexperienced, faculty members will participate in academic advising workshops in the fall 2016 semester.
KPI: Faculty and students will engage in their academic disciplines through applied, innovative and supportive learning experiences, research and scholarly experiences throughout the fall 2016 and the spring 2017 semesters.

2. Continue to establish additional and stronger ties to the business community in Central Appalachia.
KPI: Assess opportunities to better serve the business community in the region in the fall, 2016 and spring, 2017 semesters.
KPI: Meet with Advisory Board members at least one time in the fall semester of 2016 and at least one time in the spring semester of 2017.
KPI: At least 50% of the faculty members in the College participate in community and civic engagement with 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, 2017.
   KPI: Implement and/or refine assessment tools in the program by November, 2016.

4. Expand and further develop the Kentucky Innovation Center-Pikeville Office.
   KPI: Increase the outreach of the Innovation Center by February, 2017.
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   KPI: Host business plan competitions for aspiring entrepreneurs at least three times throughout the academic year

Dean’s Office, Patton College of Education

2014-2015

1. Candidates will demonstrate an understanding of the critical concepts and principles of their discipline and are able to use discipline-specific practices flexibly to advance the learning of all students toward college- and career-readiness standards.

   Initial Programs
   KPI: Candidates demonstrate an understanding of learner development and learning differences by developing lessons and assessments designed to meet the unique learning needs of each student.
   KPI: Candidates facilitate collaboration and active engagement between and among students
   KPI: Subject Area and/or PPST PRAXIS results reflect candidates’ understanding of required content knowledge.
   KPI: Instructional delivery and student assessment reflect the candidates’ abilities to apply content in real-world settings.
   KPI: Candidates’ instructional practices in assessment, planning, and strategies are geared toward meeting lesson goals and objectives.

   Advanced Programs
   KPI: Candidates are able to demonstrate an understanding and apply knowledge and skills required of today’s educational leaders
   KPI: Candidates facilitate collaboration and active engagement between and among peers and other stakeholders
   KPI: Capstone projects reflect candidates’ understanding of application of current educational leadership research.
   KPI: Leadership skills are evidenced by candidates leading department, school, district, and other educational initiatives.
   KPI: Candidates facilitate development, implementation, and assessment of the Comprehensive School Improvement Plan (CSIP) and/or the Comprehensive District Improvement Plan (CDIP)
2. The College develops effective partnerships with P-12 districts to help ensure high-quality clinical practices so that candidates develop the knowledge, skills, and professional dispositions necessary to demonstrate positive impact on all P-12 students’ learning and development.

**Initial Programs**
KPI: Partners (College and P-12 personnel) co-construct arrangements for clinical preparation that allow for continuous improvement. These arrangements include both face-to-face and online experiences providing candidates diverse and varied settings to learn and practice their craft.
KPI: Partners co-select, prepare, evaluate, support, and retain high-quality clinical educators.
KPI: Clinical experiences, including technology-enhanced learning opportunities, are structured to have multiple performance-based assessments at key points within the program to demonstrate candidates’ development of the knowledge, skills, and professional dispositions.

**Advanced Programs**
KPI: Partners (College and P-12 personnel) co-construct arrangements for clinical preparation that allow for continuous improvement. These arrangements include both face-to-face and online experiences providing candidates diverse and varied settings to learn and practice their craft.
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3. The Patton College of Education and other University programs that provide coursework required in the Teacher Education Program (TEP) (i.e., the Educator Preparation Provider (EPP)) supports candidates’ continuous improvement from recruitment, admission, progression through course, clinical experiences, and certification

**Initial Programs**
KPI: The EPP recruits and supports completion of high-quality candidates from a broad range of backgrounds and diverse populations.
KPI: Recruitment efforts demonstrate efforts to address local, state, and national needs for hard-to-find staff and shortage. Currently this includes STEM, English-language learning, and special needs populations.
KPI: Candidates demonstrate an increasing understanding of required content and refining pedagogical skills.
KPI: Candidates demonstrate dispositions indicative of effective teachers.

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KPI: The EPP recruits and supports completion of high-quality candidates from a broad range of backgrounds and diverse populations.
KPI: Recruitment efforts demonstrate efforts to address local, state, and national needs facing educational leaders.
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KPI: Candidates demonstrate dispositions indicative of effective teachers.
4. The EPP demonstrates the impact of its completers on P-12 student learning and development, classroom instruction, and schools, and the satisfaction of its completers with the relevance and effectiveness of their preparation.

**Initial Programs**

KPI: The EPP uses multiple measures that reflect program completers’ impact on student learning and continuous improvement.

KPI: Via observation instruments, surveys, program completers demonstrate application of professional knowledge, skills and dispositions.

KPI: Employee surveys reflect a favorable opinion of program completers.

KPI: Surveys of program completers reflect satisfaction between program preparation and on-the-job expectations

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5. The EPP uses the results of inquiry and data collection to establish priorities, enhance program elements and capacity, and test innovations to improve completers’ impact on P-12 student learning and development.

**Initial Programs**

KPI: The EPP gathers data from multiple sources to monitor candidate progress and completer achievements

KPI: The EPP analyzes all available data and uses these analyses for program improvement.

KPI: Analyses of program completers’ impact on P-12 student learning are used to inform program revisions, resource allocations, and future directions.

KPI: A program advisory board provide input related to program evaluation, improvement, and identification of models of best practice.

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**Allara Library**

2014-2015
1. Institutional Effectiveness. 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.

KPI: The library provides resources and documentation to support accreditation.

2. Professional Values. 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: The library provides an open workshop for students and faculty on plagiarism.

KPI: Revise copyright policies and consider holding training workshops for all stakeholders.

3. Educational Role. 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.

KPI: New faculty will be provided with a library orientation and other faculty will receive an overview of new resources.

4. Discovery. 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: The library provides multiple access points to resources.

KPI: Trial a discovery tool and receive feedback from faculty.

5. Collection. 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 social sciences collection.

6. Space. 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: The hourly counts and gate counts continue to indicate strong use and are used to determine whether increased hours are needed.
KPI: If there is a possibility of renovation, begin evaluating what changes would be the most useful.

7. Administration. 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. The Library will begin planning for the addition of the School of Optometry.
KPI: The library continues to participate in statewide and regional consortium.
KPI: Evaluation of all programs is performed through surveys.
KPI: Provide administration with the use/cost ratio and trends to better project budget needs.
KPI: The Director of Library Services will work with the Dean of the School of Optometry to prepare the self-study.
KPI: The Director of Library Services will meet with the Dean of the School of Optometry in order to being planning for additional resources and personnel.

8. Personnel. 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 and make changes to job duties and titles as needed.
KPI: Evaluate new programs to determine personnel needs.

9. External Communication. 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: The University Archivist will work with faculty to incorporate materials into the classroom.

2015-2016

1. Institutional Effectiveness. 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. Professional Values. 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: The library provides an open workshop for students and faculty on plagiarism.
KPI: Surveys users in all areas to determine the satisfaction level with current services and to consider new services.

3. Educational Role. 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.
KPI: Work with library remote sites to provide the same level of services to the students.
KPI: New faculty will provided with a library orientation and other faculty will receive an overview of new resources.

4. Discovery. 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: Expand and update the use of LibGuides and LibAnswers as needed.
KPI: Evaluate the effectiveness of reference offered in person, on the telephone, via email and texting to determine the levels of coverage needed.
KPI: Determine what services need to be provided to remote locations or branches.

5. Collection. 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 Nursing collection. Add items as needed.

6. Space. 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: The hourly counts and gate counts continue to indicate strong use and determine whether increased hours are needed.
KPI: Survey students to determine what changes they would like to see in the physical space.
7. Administration. 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. Planning continues for the additional library resources and personnel for the School of Optometry.
KPI: The library continues to participate in statewide and regional consortium and purchasing.
KPI: Work with a focus group to being to evaluate the physical space.
KPI: Provide administration with the use/cost ratio and trends to better project budget needs.
KPI: The Director of Library Services communicates with the Dean of the School of Optometry to meet the collection and personnel needs.
KPI: The Director coordinates with the Dean of the Kentucky College of Osteopathic Medicine and the Medical Librarian personnel to develop a plan to provide service to optometry students.

8. Personnel. 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: Provide all personnel with training opportunities that enhance both their current position and/or expand their skills in new areas.
KPI: Evaluate staffing and make changes to job duties and titles as needed.
KPI: Evaluate new programs to determine personnel needs.

9. External Communication. 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: Continued participation in local, state, regional and national organizations
KPI: The University Archivist will continue to work with faculty to incorporate materials into the classroom
KPI: The library develops a liaison program to work with the individual Colleges to promote effective collection development, instruction and reference

2016-2017

1. Institutional Effectiveness. 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. Professional Values. 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 : The library provides an open workshop for students and faculty on topics of interest to the University of Pikeville including plagiarism and scholarly communications.
KPI : Surveys users in all areas to determine the satisfaction level with current services and to consider new services.

3. Educational Role. Library personnel cooperate and collaborate with faculty to embed information literacy outcomes into the curriculum at all levels. 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 : Focus on creating an effective assessment program for library instruction.
KPI : Work with online courses and programs and provide support to the students and faculty members.
KPI : New faculty will provided with a library orientation and other faculty will receive an overview of new resources.

4. Discovery. 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 : Expand and update the use of LibGuides and LibAnswers as needed.
KPI : Evaluate the effectiveness of the Springshare programs and attempt to determine if there are better alternatives.
KPI : Evaluate the effectiveness of reference offered in person, on the telephone, via email and texting to determine the levels of coverage needed.
KPI : Determine what services need to be provided to remote locations or branches.

5. Collection. 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 Nursing collection. Add items as needed.

6. Space. 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: The hourly counts and gate counts continue to indicate strong use and help determine whether increased hours are needed.
KPI: Survey students to determine what changes they would like to see in the physical space.
KPI: Evaluate whether or not the current space could be improved.

7. Administration. 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. Evaluate the integration of the optometry and medical resources and personnel.
KPI: The library continues to participate in statewide and regional consortium and purchasing.
KPI: Work with a focus group to being to evaluate the physical space.
KPI: Provide administration with the use/cost ratio and trends to better project budget needs.
KPI: survey the optometry faculty and students to determine the level of satisfaction with library services
KPI: Survey KYCOM faculty and students to determine the impact of adding the optometry resources to the facility.

8. Personnel. 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: Provide all personnel with training opportunities that enhance both their current position and/or expand their skills in new areas.
KPI: Evaluate staffing and make changes to job duties and titles as needed.
KPI: Evaluate new programs to determine personnel needs.

9. External Communication. 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: The University Archivist will work with faculty to incorporate materials into the classroom.

Medical Library
(Dual Reporting)

Vision Sciences Library
(Dual Reporting)
Registrar’s Office

2014-2015

1. Registration: The Registrar’s Office provides effective registration services to the University.
   KPI: The Registrar’s Office personnel will train new Faculty in the use of WebAdvisor registration.
   KPI: The Registrar’s Office personnel will provide refresher training to Faculty in the use of WebAdvisor registration.
   KPI: The Registrar’s Office personnel will oversee the registration process by analyzing and evaluating the process and policies and when necessary, adjusting the needs for the various participants.

2. Records: The Registrar’s Office has the responsibility of maintaining the distribution, retention, and integrity of records, as well as proper disposal.
   KPI: The Registrar’s Office personnel will disburse official transcripts in a timely and secure manner in the traditional method, as well as improve this service with the addition of Parchment transcript request and send capabilities.
   KPI: The Registrar’s Office personnel will reduce the paper records in the Registrar’s Office with ‘green’ efforts by training any new staff on the use of Image-Now electronic imaging and filing system in the retention of records.
   KPI: The Registrar’s Office personnel will properly dispose of imaged records, documents received, and those processed that are not on the retention schedule.

3. Advising: The Registrar’s Office will support effective advising efforts at the University.
   KPI: The Registrar’s Office personnel will train new faculty on advising processes.
   KPI: The Registrar’s Office personnel will train and provide documentation to new faculty on the use of the online mid-term and final grade entry system.
   KPI: The Registrar will revise the Advising Handbook.
   KPI: The Registrar’s Office personnel will work with Information Technology Department on the implementation (i.e. set-up; catalog cleanup; program evaluations; course offering rotations, etc.) of Ellucian E-Advisor’s module.

4. Communication: The Registrar’s Office encompasses a broad range of services and systems central to the core functions of the institution and will provide leadership efforts and campus-wide involvement in this endeavor with the growth and addition of new colleges.
   KPI: The Registrar’s Office personnel will collaborate with Alumni Relations, KYCOM Student Affairs, Business Office, Admissions Office, Financial Aid Office, and Development Office with all aspects of university business.
   KPI: The Registrar’s Office personnel will refine procedures and processes with the master’s and professional/doctoral programs in regards to registration, withdrawal, schedule changes, and graduation/commencement.
   KPI: The Registrar’s Office personnel consistently communicate with students, faculty, staff, and alumni on a daily basis in regards to all aspects of academic records, functions, polices, and procedures.
KPI: Budgetary request to hire an Associate Registrar, whose primary responsibility will be the College of Optometry.
KPI: The Registrar will work closely with the Center for Student Success personnel in order to provide training on registration, advising, procedures within the two offices, etc.
KPI: The Registrar’s Office personnel will work with Information Technology with getting the ‘portal’ operational.

5. Transfer and Articulation: The Registrar’s Office personnel will provide prospective transfer students accurate interpretations of institutional transfer credit policies and educational offerings in order to meet degree requirements.
KPI: The Registrar’s Office personnel will provide timely course equivalency evaluations to transfer students upon receipt of an official transcript.
KPI: The Registrar’s Office personnel will monitor the transfer equivalency system College Source and perform necessary updates.
KPI: The Registrar’s Office personnel will update existing 2 + 2 guides with the Kentucky Community & Technical College System and review existing articulation agreements.

6. Professional Values: The Registrar’s Office personnel protects and maintains the integrity, confidentiality, and security of institutional records; and exercises sound management principles, using institutional resources effectively and efficiently.
KPI: The Registrar’s Office personnel will participate in professional development opportunities, education, workshops, and/or training.
KPI: The Registrar’s Office personnel will continue with revision and updating of Registrar’s Procedure Manual with current processes, procedures, and best practices.
KPI: The Registrar’s Office personnel focus efforts on maintaining confidentiality with regards to the student and records in accordance with the Family Educational Rights & Privacy Act (FERPA).
KPI: The Registrar’s Office personnel meets deadlines and provides timely and accurate reporting of data, certifications, and information to the University community, as well as to the Council on Post-Secondary Education, National Association of Intercollegiate Athletics (NAIA) and United States Bowling Conference (USBC), and all other organizations/agencies for which the University is affiliated.

2015-2016

1. Registration: The Registrar’s Office provides effective registration services to the University.
KPI: The Registrar’s Office personnel will train new Faculty in the use of WebAdvisor registration.
KPI: The Registrar’s Office personnel will provide refresher training to Faculty in the use of WebAdvisor registration.
KPI: The Registrar’s Office personnel will oversee the registration process by analyzing and evaluating the process and policies and when necessary, adjusting the needs for the various participants.
2. Records: The Registrar’s Office has the responsibility of maintaining the distribution, retention, and integrity of records, as well as proper disposal.
KPI : The Registrar’s Office personnel will continue disburse official transcripts in a timely and secure manner in the traditional method, as well as provide 24 hour self-service with the addition of Parchment transcript request and send capabilities.
KPI : The Registrar’s Office personnel will reduce the paper records in the Registrar’s Office with ‘green’ efforts by training any new staff on the use of Image-Now electronic imaging and filing system in the retention of records.
KPI : The Registrar’s Office personnel will properly dispose of imaged records, documents received, and those processed that are not on the retention schedule.

3. Advising: The Registrar’s Office will support effective advising efforts at the University.
KPI : The Registrar’s Office personnel will train new faculty on advising processes.
KPI : The Registrar’s Office personnel will train and provide documentation to new faculty on the use of the online mid-term and final grade entry system.
KPI : The Registrar will continue to revise the Advising Handbook.
KPI : The Registrar’s Office personnel will begin implementation of Ellucian E-Advisor’s Module and will open Ellucian E-Advisor’s to students.

4. Communication: The Registrar’s Office encompasses a broad range of services and systems central to the core functions of the institution and will provide leadership efforts and campus-wide involvement in this endeavor with the growth and addition of new colleges.
KPI : The Registrar’s Office personnel will collaborate with Alumni Relations, KYCOM Student Affairs, Business Office, Admissions Office, Financial Aid Office, and Development Office with all aspects of university business.
KPI : The Registrar’s Office personnel will refine procedures and processes with the master’s and professional/doctoral programs in regards to registration, withdrawal, schedule changes, and graduation/commencement.
KPI : The Registrar’s Office personnel consistently communicate with students, faculty, staff, and alumni on a daily basis in regards to all aspects of academic records, functions, polices, and procedures.
KPI : Begin training of newly hired Associate Registrar, whose primary responsibility will be the College of Optometry.
KPI : The Registrar will continue to work closely with the Center for Student Success personnel in order to provide the necessary training on registration, advising, procedures within the two offices, etc.
KPI : The Registrar’s Office personnel will maintain and keep registrar’s portion of the ‘portal’ up-to-date and operational.

5. Transfer and Articulation: The Registrar’s Office personnel will provide prospective transfer students accurate interpretations of institutional transfer credit policies and educational offerings in order to meet degree requirements.
KPI : The Registrar’s Office personnel will provide timely course equivalency evaluations to transfer students upon receipt of an official transcript.
KPI: The Registrar’s Office personnel will monitor the transfer equivalency system College Source and perform necessary updates.
KPI: The Registrar’s Office personnel will update existing 2 + 2 guides with the Kentucky Community & Technical College System and review existing articulation agreements.

6. Professional Values: The Registrar’s Office personnel protects and maintains the integrity, confidentiality, and security of institutional records; and exercises sound management principles, using institutional resources effectively and efficiently.
KPI: The Registrar’s Office personnel will participate in professional development opportunities, education, workshops, and/or training.
KPI: The Registrar’s Office personnel will continue with revision and updating of Registrar’s Procedure Manual with current processes, procedures, and best practices.
KPI: The Registrar’s Office personnel focus efforts on maintaining confidentiality with regards to the student and records in accordance with the Family Educational Rights & Privacy Act (FERPA).
KPI: The Registrar’s Office personnel meets deadlines and provides timely and accurate reporting of data, certifications, and information to the University community, as well as to the Council on Post-Secondary Education, National Collegiate Athletic Association (NCAA), United States Bowling Conference (USBC), and all other organizations/agencies for which the University is affiliated.

2016-2017

1. Registration: The Registrar’s Office provides effective registration services to the University.
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KPI: The Registrar’s Office personnel will provide refresher training to Faculty in the use of WebAdvisor registration.
KPI: The Registrar’s Office personnel will oversee the registration process by analyzing and evaluating the process and policies and when necessary, adjusting the needs for the various participants.

2. Records: The Registrar’s Office has the responsibility of maintaining the distribution, retention, and integrity of records, as well as proper disposal.
KPI: The Registrar’s Office personnel will continue disburse official transcripts in a timely and secure manner in the traditional method.
KPI: The Registrar’s Office personnel will reduce the paper records in the Registrar’s Office with ‘green’ efforts by training any new staff on the use of Image-Now electronic imaging and filing system in the retention of records.
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3. Advising: The Registrar’s Office will support effective advising efforts at the University.
KPI: The Registrar’s Office personnel will train new faculty on advising processes.
KPI: The Registrar’s Office personnel will train and provide documentation to new faculty on the use of the online mid-term and final grade entry system.
KPI: The Registrar will continue to revise the Advising Handbook.

4. Communication: The Registrar’s Office encompasses a broad range of services and systems central to the core functions of the institution and will provide leadership efforts and campus-wide involvement in this endeavor with the growth and addition of new colleges.
KPI: The Registrar’s Office personnel will collaborate with Center for Student Success, Alumni Relations, KYCOM, KCO, Student Affairs, Business Office, Admissions Office, Financial Aid Office, and Development Office with all aspects of university business.
KPI: The Registrar’s Office personnel will refine procedures and processes with the master’s and professional/doctoral programs in regards to registration, withdrawal, schedule changes, and graduation/commencement.
KPI: The Registrar’s Office personnel consistently communicate with students, faculty, staff, and alumni on a daily basis in regards to all aspects of academic records, functions, polices, and procedures.
KPI: The Registrar’s Office personnel will maintain and keep registrar’s portion of the ‘portal’ up-to-date and operational.

5. Transfer and Articulation: The Registrar’s Office personnel will provide prospective transfer students accurate interpretations of institutional transfer credit policies and educational offerings in order to meet degree requirements.
KPI: The Registrar’s Office personnel will provide timely course equivalency evaluations to transfer students upon receipt of an official transcript.
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KPI: The Registrar’s Office personnel will update existing 2 + 2 guides with the Kentucky Community & Technical College System and review existing articulation agreements.

6. Professional Values: The Registrar’s Office personnel protects and maintains the integrity, confidentiality, and security of institutional records; and exercises sound management principles, using institutional resources effectively and efficiently.
KPI: The Registrar’s Office personnel will participate in professional development opportunities, education, workshops, and/or training.
KPI: The Registrar’s Office personnel will continue with revision and updating of Registrar’s Procedure Manual with current processes, procedures, and best practices.
KPI: The Registrar’s Office personnel focus efforts on maintaining confidentiality with regards to the student and records in accordance with the Family Educational Rights & Privacy Act (FERPA).
KPI: The Registrar’s Office personnel meets deadlines and provides timely and accurate reporting of data, certifications, and information to the University community, as well as to the Council on Post-Secondary Education, National Collegiate Athletic Association (NCAA), United States Bowling Conference (USBC), and all other organizations/agencies for which the University is affiliated.
Academic Support Services

Transitional Studies

2014-2015

1. Create a pathway to postsecondary education at the University of Pikeville that enables students who are not college ready to complete their gateway, credit-bearing course during their first academic year.
   KPI: Investigate ways to implement a co-requisite model of remediation for students who are not college ready.
   KPI: Develop a proposal to submit to the division and to the Curriculum Committee in fall of 2015 for the creation of a structured learning assistance program for students who are not college ready.

2. Continue to provide appropriate and accurate placement of students into Developmental level courses.
   KPI: Identify students as underprepared based on appropriate ACT scores, SAT scores, ASSET scores, KYOTE scores or Compass scores in English, reading, and mathematics.
   KPI: Align curriculum in Developmental courses to meet national readiness standards.

3. Provide appropriate instruction in math, reading and English for underprepared students.
   KPI: Use pre-test results from English, reading, and/or mathematics to modify individual course content as needed.
   KPI: Enhance classroom experiences with varied teaching methods.
   KPI: Involve students in both in-class and out-of class learning experiences.
   KPI: Investigate the feasibility of linking content material from introductory level textbooks with 099 reading and English.

4. Use available technology resources to enhance teaching and learning in 098 and 099 level courses.
   KPI: Increase technology availability in developmental classrooms.
   KPI: Design student survey to determine student satisfaction and success with course technology.
   KPI: Maintain current knowledge of technologies and programs geared to developmental studies.

5. Provide appropriate support services for developmental students.
   KPI: Work with testing counselor to provide appropriate accommodations for students with special needs.
   KPI: Motivate developmental students to take advantage of campus-wide tutoring.
   KPI: Provide appropriate academic advising for developmental students.
KPI : Determine percentage of students in ENG 099 in fall 2014 who completed ENG 111 in spring 2015 with a passing grade.
KPI : Determine the percentage of students in MTH 095 in fall 2014 who completed MTH 105 in spring 2015 with a passing grade.
KPI : Compare the final grade average of developmental students who were provided structured learning assistance for their SOC 119 in RED 099 with the final grade average of non-developmental students in SOC 119.

2015-2016

1. Create a pathway to postsecondary education at the University of Pikeville that enables students who are not college ready to complete their gateway, credit-bearing courses during their first academic year.
KPI : Submit proposal to division and Curriculum Committee for the creation of a structured learning assistance program for students who are not college ready.
KPI : If approved by the division and Curriculum Committee, the proposal will be submitted to faculty for approval.
KPI : If proposal is approved by faculty, all needed catalog clean-up will be completed.

2. Assess success of developmental students in their gateway courses academic year 2015-2016.
KPI : Determine percentage of students in ENG 099 in fall 2015 who completed ENG 111 in spring 2016 with a passing grade.
KPI : Determine the percentage of students in MTH 095 in fall 2015 who completed MTH 105 in spring 2016 with a passing grade.
KPI : Compare the final grade average of developmental students who were provided structured learning assistance for their SOC 119 in RED 099 with the final grade average of non-developmental students in SOC 119 for fall 2015.

KPI : Determine percentage of students in ENG 098 in fall 2015 who completed ENG 099 in spring 2016 with a passing grade.
KPI : Determine the percentage of students in MTH 091 in fall 2015 who completed MTH 093 in spring 2016 with a passing grade.
KPI : Determine the percentage of students in RED 098 in fall 2015 who completed RED 099 in spring 2016 with a passing grade.

2016-2017

1. Create a pathway to postsecondary education at the University of Pikeville that enables students who are not college ready to complete their gateway credit-bearing courses during their first academic year.
KPI: Implement the co-requisite structured learning assistance program.

2. Use data from academic year 2016-2017 to assess success of developmental students in their gateway courses.
   KPI: Determine percentage of students in ENG 099 in fall 2016 who completed ENG 111 in spring 2017 with a passing grade.
   KPI: Determine the percentage of students in MTH 095 in fall 2016 who completed MTH 105 in spring 2017 with a passing grade.
   KPI: Compare the final grade average of developmental students who were provided structured learning assistance in SOC 119 in RED 099 fall 2016 with the final grade average of non-developmental students in SOC 119 fall 2016.

3. Assess success of developmental students in co-requisite gateway courses.
   KPI: Determine percentage of students in ENG 111 with co-requisite in fall 2016 who completed the course with a passing grade. Compare pass rates with pass rates from spring 2016 of students who completed stand-alone developmental ENG 099.
   KPI: Determine percentage of students in MTH 105 with co-requisite in fall 2016 who completed course with a passing grade. Compare pass rates with pass rates from spring 2016 of students who completed stand-alone developmental MTH 095.
   KPI: Determine percentage of students in SOC 119 with co-requisite in fall 2016 who completed SOC 119 with a passing grade.

   KPI: Determine percentage of students in ENG 098 in fall 2016 who completed ENG 099 in spring 2017 with a passing grade.
   KPI: Determine percentage of students in MTH 091 in fall 2016 who completed MTH 093 in spring 2017 with a passing grade.
   KPI: Determine the percentage of students in RED 098 in fall 2016 who completed RED 099 in spring 2017 with a passing grade.

Global Education

2014-2015

1. Begin MA TESOL Program in Fall 2015
   KPI: Have SEVIS adjudicate MA Programs for UPIKE
   KPI: Recruit students from English majors at UPIKE and abroad.
   KPI: Set up adjunct positions for MA students to teach in the Intensive English Institute.

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 to build a support system 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: Continue UPIKE’s own study abroad programs.
   KPI: Continue to develop a UPIKE center in China at YUST.

5. Develop a dual credit program with Chinese high school students
   KPI: Arrange for J-1 Visas.
   KPI: Arrange for housing within the community.
   KPI: Work with the high school on curriculum.
   KPI: Apply for J-1 Visa status for UPIKE

6. Continue to develop a UPIKE-YUST Center with Yangbian University of Science and Technology.
   KPI: Discuss partnership specifics with VP Elliot Lee
   KPI: Facilitate discussions between the Deans of the College of Business’ between the 2 universities.
   KPI: Develop opening center with President Kim.
   KPI: Invite President Kim to UPIKE.

2015-2016

1. Run a complete and comprehensive Intensive English Program.
   KPI: Have 20-30 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 staff advising workshop on how to work with ESL/international students.

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 10% of UPIKE students abroad to study.
KPI: Highlight a study abroad program once a month.
KPI: Continue UPIKE’s own study abroad programs.
KPI: Initiate programs taught in the UPIKE-China Center.

5. Develop a Global Education Minor
KPI: Research Global Education Minor as established at other universities.
KPI: Write courses and syllabi.

6. Continue to develop a UPIKE-YUST Center with Yangbian University of Science and Technology.
KPI: Raise money for the UPIKE-YUST Center.
KPI: Build community partnerships between Pikeville and Yanji City.

2016-2017

1. Initiate a service-learning project for the IEI.
KPI: Brainstorm with students concerning 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 15% of UPIKE students abroad to study.
KPI: Highlight a study abroad program once a month.
KPI: Continue UPIKE’s own study abroad programs.

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 2016.

6. Open the UPIKE-YUST Center
KPI: Offer English courses at the UPKE-YUST Center.
KPI: Initiate exchange programs between UPIKE and YUST students.
KPI: Initiate online programs for the UPIKE/YUST students.

**Experiential Learning**

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 50% 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: The share of seniors who respond that they participated in high impact practices will be at least as that of the national average on the NSSE.
KPI: As part of the assessment we will track how much money goes to fund study abroad activities versus all other types of experiences (field work/field trips, attendance at professional conferences, study away and internships, and other out of classroom activities).

2. Continue to raise awareness and knowledge of Experiential Learning Program among the Faculty and student body.
KPI: As part of faculty professional development, the director will organize an outside speaker to visit campus and/or host her own workshop for all faculty in fall and spring semesters.
KPI: In order to communicate to faculty, students, staff, and administration, the director will maintain Experiential Learning website.
KPI: The director will keep faculty and administration abreast of budgetary and programmatic updates in monthly faculty meetings.
KPI: The director and committee members will be available to speak to students and faculty about the program in formal (campus events) and informal settings (division meetings).
KPI: The director will work with the General Education Committee to align assessment strategies.

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

4. Grow UPIKE service learning program.
KPI: Build relationships with local agencies who need student support.
KPI: Offer at least one course per division per semester that features a service learning project.
KPI: Review reflective pieces submitted by student participants.

5. The UPIKE “Vision 2025” report states that the university will maintain the current size of its full-time, residential undergraduate program at approximately 1,250 students, while continuing to increase quality and the overall educational experience.
KPI: The E.L. program will continue to build relationships between the student body and the local community to contribute to the development and advancement of the region.
KPI: The E.L. program will continue to enhance the student educational experience by promoting, supporting, and funding student participation in experiential learning activities (study abroad, field work/field trips, attendance at professional conferences, study away and internships, and other out of classroom activities).
KPI: The E.L. program will continue to serve as a signature program at the university, providing meaningful experiences for student and faculty.

2015-2016

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 55% of the degree-seeking undergraduate unduplicated enrollment.
KPI: Each of the six undergraduate units and at least one student club or organization will have a faculty/staff member successfully apply to sponsor an enriching educational experience.
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.
study abroad, and other out of classroom activities) will be within 50% of the anticipated numbers.
KPI: At least 50% of our faculty will incorporate E.L. pedagogy into their classrooms and record those practices at least once in the E.L. data log.
KPI: E.L. faculty sponsored events will be presented to the wider campus in the spring and fall semesters.
KPI: 100% of faculty will attend at least one professional development workshop in E.L. per academic year.

2. Continue to raise awareness and knowledge of Experiential Learning Program among the Faculty.
KPI: Participate in fall and spring faculty orientations.
KPI: Participate in at least one professional development workshop in E.L. each academic year.
KPI: Each division representative on the E.L. committee will present pertinent information to their divisions in at least one meeting a semester.
KPI: Our library will increase pertinent resources on E.L. that will be available to faculty for professional development.
KPI: Develop Faculty Learning Committee pilot group, an interdisciplinary study group to meet and explore ways to integrate E.L. into this classrooms.

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 various campus events throughout the academic year.

4. Continue to enhance internship program
KPI: Review internship programs at other universities as well as on campus.
KPI: Build relationships with local businesses and organization to host student interns.

5. Continue to enhance service learning program
KPI: Contact local agencies who need student support.
KPI: Identify once pilot course per semester willing to integrate a service learning project.
KPI: Review reflective pieces submitted by student participants.

2016-2017

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 60% of the degree-seeking undergraduate unduplicated enrollment.
KPI: Each of the six academic undergraduate units and at least one student club or organization will have a faculty/staff member successfully apply to sponsor an enriching educational experience.

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.

KPI: At least 60% of our faculty will incorporate E.L. pedagogy into their classrooms and record those practices at least once in the E.L. data log.

KPI: E.L. faculty sponsored events will be presented to the wider campus in the spring and fall semesters.

KPI: 100% of faculty will attend at least one professional development workshop in E.L. per academic year.

2. Continue to raise awareness and knowledge of Experiential Learning Program among the Faculty.

KPI: Director will participate in fall and spring faculty orientations.

KPI: 100% of faculty will participate in at least one professional development workshop in E.L. each academic year.

KPI: Each division representative on the E.L. committee will present pertinent information to their divisions in at least one meeting a semester.

KPI: Our library will increase pertinent resources on E.L. that will be available to faculty for professional development.

KPI: Director will develop Faculty Learning Committee pilot group, an interdisciplinary study group to meet and explore ways to integrate E.L. into their classrooms.

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 various campus events throughout the academic year.

4. Continue to enhance 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.

5. Continue to enhance service learning program

KPI: Contact local agencies who need student support.

KPI: Offer at least one course per division per semester that features a service learning project.
KPI: Review reflective pieces submitted by student participants.

VICE PRESIDENT for HEALTH AFFAIRS

2014-2015

1. Maintain COCA accreditation status for KYCOM.
KPI: Attend all COCA meetings to monitor KYCOM progress report and trends in accreditation.
KPI: Submit self-study to COCA by March 1, 2015.
KPI: Conduct successful comprehensive site survey and receive continued accreditation status.

2. Assure appropriate facilities for delivery of KYCOM curriculum.
KPI: Expand study space and offices through renovation of unfinished space in Coal Building.
KPI: Resolve remaining issues with HVAC and IT in Coal Building.

3. Assure appropriate faculty for delivery of KYCOM curriculum.
KPI: Complete hiring of replacement faculty in Anatomy and Physiology.
KPI: Appoint new Associate Dean for Clinical Affairs.
KPI: Add 1 FTE faculty member is Pharmacology to be shared with College of Optometry.

4. Assure appropriate staffing for support of KYCOM curriculum and student and alumni services.
KPI: Add 1 FTE staff in Clinical Affairs to start July 1, 2015.
KPI: Add 1 FTE staff member in Academic Affairs for technology/software support; coordinate with IT to determine.

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

6. Advocate for UPIKE and KYCOM at state and federal levels.
KPI: Plan for legislative support for loan payback options for KYCOM grads practicing in KY.
KPI: Obtain HRSA Title VII grant in support of clinical curriculum and/or faculty development.
KPI: Join Appalachian Osteopathic Medical School Research Consortium.
KPI: Attend DO Day on Capitol Hill with KYCOM students to advocate with members of Congress.

7. Develop further interprofessional education opportunities within UPIKE curricula.
KPI: Plan and implement IPE activities with UPIKE nursing program, utilizing CSTEC.
KPI: Expand IPE programming opportunities with outside groups.
KPI: Add additional staff in simulation/standardized patient area to support expanding IPE across the University.
8. Support growth and maturation of UPIKE.
KPI: Hire Dean for Elizabeth Akers Elliott School of Nursing.
KPI: Identify and implement further collaborative opportunities among all UPIKE colleges/schools faculty and staff.
KPI: In conjunction with UPIKE deans and faculty, submit new UPIKE Faculty Handbook for approval by UPIKE BOT.
KPI: Engage proposed KY College of Optometry administration in joint collaborative curricular planning.

2015-2016

1. Support maturation of UPIKE.
KPI: Implement unified faculty governance structure.
KPI: Add degree offerings in additional health professions program(s) through affiliation with Western Kentucky University.

2. Maintain COCA accreditation status for KYCOM.
KPI: Complete final reports for maturation of class size increase.

3. Foster continued growth of KYCOM.
KPI: Plan for new clinical campus on Blue Ribbon Commission model.
KPI: Expand clinical training in western Kentucky.

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

5. Advocate for UPIKE and KYCOM at state and federal levels.
KPI: Advocate for legislative support for loan payback options for KYCOM grads.
KPI: Obtain additional HRSA Title VII grant in support of clinical curriculum and/or faculty development.
KPI: Attend DO Day on Capitol Hill with KYCOM students to advocate with members of Congress.

6. Develop further interprofessional education opportunities within UPIKE curricula
KPI: Increase number of IPE activities with UPIKE nursing program, utilizing CSTEC.
KPI: Add KY College of Optometry to IPE planning
KPI: Expand IPE programming opportunities with outside groups.
KPI: Add additional staff in simulation/standardized patient area to support expanding IPE across the University.

2016-2017

1. Support maturation of UPIKE.
KPI: Expand nursing degree offerings.
KPI : Implement joint faculty collaborations with KCO.

3. Foster continued growth of KYCOM.
KPI : Increase extramurally funded research activities.
KPI : Plan for new clinical campus on Blue Ribbon Commission model.
KPI : Expand clinical training in western Kentucky.

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

5. Advocate for UPIKE and KYCOM at state and federal levels.
KPI : Advocate for legislative support for loan payback options for KYCOM grads.
KPI : Obtain additional HRSA Title VII grant in support of clinical curriculum and/or faculty development.
KPI : Attend DO Day on Capitol Hill with KYCOM students to advocate with members of Congress.

6. Develop further interprofessional education opportunities within UPIKE curricula.
KPI : Add KY College of Optometry to IPE planning.
KPI : Expand IPE programming opportunities with outside groups.
KPI : Add additional staff in simulation/standardized patient area to support expanding IPE across the University.

Dean’s Office, Kentucky College of Osteopathic Medicine

Academic Affairs

2014-2015

1. Develop and implement a method of instruction and learning strategies designed to achieve KYCOM’s mission and objectives.
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 May 2015.
KPI : Implement curriculum management software for assessing core competency and accreditation goals by June 2015.

2. Have sufficient and appropriate classroom facilities, equipment, and resources for the program of instruction that enable students and faculty to successfully pursue KYCOM’s educational goals and curriculum.
KPI : Conduct a survey of student and faculty satisfaction with classroom facilities by June 2015.
KPI: Conduct a survey of student satisfaction with the lecture capture system as a learning tool by June 2015.

3. 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 2015.
KPI: Hold two meetings with adjunct teaching faculty designed to improve teaching performance by June 2015.

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

5. 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.

6. Develop a strategy for enhancing student academic success at KYCOM.
KPI: Improve pass rates of KYCOM students on COMLEX Level-I and Level-2CE by a minimum of three rankings compared to national pass rates by June 2015.
KPI: Develop a job description for a student success coordinator by March 2015. Duties for this position will include tracking student performance across the 4-year curriculum, and working with faculty advisors, course directors, and administrators to provide information on student performance.
KPI: Hire a student success coordinator by June 2015.

2015-2016

1. Develop and implement a method of instruction and learning strategies designed to achieve KYCOM’s mission and objectives.
KPI: Produce a detailed schedule of lecturer, topic, and location by August 2015.
KPI: Have 100% of KYCOM full-time and adjunct teaching faculty write objectives for all lectures by September 2015.
KPI: Evaluate the effectiveness of the curriculum management software for assessing core competency and accreditation goals by June 2016.

2. Have sufficient and appropriate classroom facilities, equipment, and resources for the program of instruction that enable students and faculty to successfully pursue KYCOM’s educational goals and curriculum.
   KPI: Conduct a survey of student and faculty satisfaction with classroom facilities by June 2016.
   KPI: Conduct a survey of student satisfaction with the lecture capture system as a learning tool by June 2016.

3. 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 2015.
   KPI: Offer six faculty development opportunities for full-time faculty that address faculty responsibilities by May 2016.
   KPI: Hold two meetings with regional medical directors or core site coordinators designed to improve preceptor performance by June 2016.
   KPI: Hold two meetings with adjunct teaching faculty designed to improve teaching performance by June 2016.

4. Develop and maintain an ongoing process for pursuing federal or private grant opportunities
   KPI: Prioritize funding opportunities for the academic year by September 2015.
   KPI: Apply for two federal grants in priority areas by June 2016.
   KPI: Receive one federal grant in a priority area by June 2016.

5. Develop and maintain a question bank for KYCOM integrated exams.
   KPI: Catalog all current exam questions by writer, discipline, subtopic, and performance by June 2016.
   KPI: Utilize results from exam question performance by item writer as part of the faculty development program by June 2016.
   KPI: Assess the effectiveness of and satisfaction with computer-based testing in the fall of 2016.

6. Develop a strategy for enhancing student academic success at KYCOM.
   KPI: Improve pass rates of KYCOM students on COMLEX Level-1 and Level-2CE by a minimum of one ranking compared to national pass rates by June 2016.
   KPI: Assess the role of the student success coordinator in fulfilling job responsibilities and adjust as needed by January 2016.
   KPI: BY May 2016, develop, in conjunction with the student success coordinator, an academic plan for all students who have encountered academic difficulty (had failures) in the curriculum.
2016-2017

1. Develop and implement a method of instruction and learning strategies designed to achieve KYCOM’s mission and objectives.
   KPI: Produce a detailed schedule of lecturer, topic, and location by August 2016.
   KPI: Have 100% of KYCOM full-time and adjunct teaching faculty write objectives for all lectures by September 2016.
   KPI: Evaluate the effectiveness of the curriculum management software for assessing core competency and accreditation goals by June 2017.

2. Have sufficient and appropriate classroom facilities, equipment, and resources for the program of instruction that enable students and faculty to successfully pursue KYCOM’s educational goals and curriculum.
   KPI: Conduct a survey of student and faculty satisfaction with classroom facilities by June 2017.
   KPI: Conduct a survey of student satisfaction with the lecture capture system as a learning tool by June 2017.

3. 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 2016.
   KPI: Offer six faculty development opportunities for full-time faculty that address faculty responsibilities by May 2017.
   KPI: Hold two meetings with regional medical directors or core site coordinators designed to improve preceptor performance by June 2017.
   KPI: Hold two meetings with adjunct teaching faculty designed to improve teaching performance by June 2017.

4. Develop and maintain an ongoing process for pursuing federal or private grant opportunities
   KPI: Prioritize funding opportunities for the academic year by September 2016.
   KPI: Apply for two federal grants in priority areas by June 2017.
   KPI: Receive one federal grant in a priority area by June 2017.

5. Develop and maintain a question bank for KYCOM integrated exams.
   KPI: Catalog all current exam questions by writer, discipline, subtopic, and performance by June 2017.
   KPI: Utilize results from exam question performance by item writer as part of the faculty development program by June 2017.
   KPI: Assess the effectiveness of and satisfaction with computer-based testing in the fall of 2017.
6. Develop a strategy for enhancing student academic success at KYCOM.  
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 2017.  
KPI: Assess the role of the student success coordinator in fulfilling job responsibilities and adjust as needed by January 2017.  
KPI: By May 2017, develop, in conjunction with the student success coordinator, an academic plan for all students who have encountered academic difficulty (had failures) in the curriculum.

**Basic Science**

**2014-2015**

1. Ensure that there are sufficient and appropriately trained faculty, supplemented by part time and adjunct faculty, to meet KYCOM’s mission and objectives.  
KPI: Maintain the required number of faculty / replace vacancies in the basic science faculty within by the next academic year.  
KPI: Promote continuing education for basic science faculty in their respective specialties to obtain 70% attendance to scientific conferences.  
KPI: Promote communications by holding bimonthly meetings with the basic science faculty.  
KPI: Maintain Gross anatomy lab facilities.

2. Retain distinguished faculty who are dedicated to meeting the individual needs of students, promoting a caring and supportive environment conducive to learning, and meeting the needs of an evolving University.  
KPI: Increase basic science scores on COMLEX 1 to be at least at 7% of the national average.  
KPI: At least two basic science courses will be above national average on COMLEX 1.  
KPI: Basic Science professors will rate at least 3.00 on a 4.00 scale on teaching effectiveness on student evaluations.  
KPI: Achieve 80% attendance at Faculty Development Programs  
KPI: Achieve 75% attendance per basic science faculty member at perspective student interview sessions.

3. Make contributions to the advancement of knowledge and the development of osteopathic medicine through scientific research.  
KPI: Continue to ask for financial support for internal grants and lab supplies.  
KPI: At least 80% of faculty doing research will present KYCOM research at professional conferences.  
KPI: Maintain the equipment used in the research lab at quality condition.  
KPI: At least two basic science faculty members will apply for external funding.

**2015-2016**
1. Ensure that there are sufficient and appropriately trained faculty, supplemented by part
time and adjunct faculty, to meet KYCOM’s mission and objectives.
KPI: Maintain the required number of faculty / replace vacancies in the basic science
faculty within by the next academic year.
KPI: Promote continuing education for basic science faculty in their respective
specialties to obtain 75% attendance to scientific conferences.
KPI: Promote communications by holding bimonthly meetings with the basic science
faculty.
KPI: Maintain Gross anatomy lab facilities.

2. Retain distinguished faculty who are dedicated to meeting the individual needs of
students, promoting a caring and supportive environment conducive to learning, and
meeting the needs of an evolving University.
KPI: Increase basic science scores on COMLEX 1 to be at least at 6% of the national
average.
KPI: At least two basic science courses will be above national average on COMLEX 1.
KPI: Basic Science professors will rate at least 3.00 on a 4.00 scale on teaching
effectiveness on student evaluations.
KPI: Achieve 80% attendance at Faculty Development Programs
KPI: Achieve 80% attendance per basic science faculty member at perspective student
interview sessions.

3. Make contributions to the advancement of knowledge and the development of
osteopathic medicine through scientific research.
KPI: Continue to ask for financial support for internal grants and lab supplies.
KPI: At least 80% of faculty doing research will present KYCOM research at
professional conferences.
KPI: Maintain the equipment used in the research lab at quality condition.
KPI: At least two basic science faculty members will apply for external funding.

2016-2017

1. Ensure that there are sufficient and appropriately trained faculty, supplemented by part
time and adjunct faculty, to meet KYCOM’s mission and objectives.
KPI: Maintain the required number of faculty / replace vacancies in the basic science
faculty within by the next academic year.
KPI: Promote continuing education for basic science faculty in their respective
specialties to obtain 85% attendance to scientific conferences.
KPI: Promote communications by holding bimonthly meetings with the basic science
faculty.
KPI: Maintain Gross anatomy lab facilities.
2. Retain distinguished faculty who are dedicated to meeting the individual needs of students, promoting a caring and supportive environment conducive to learning, and meeting the needs of an evolving University.
KPI: Increase basic science scores on COMLEX 1 to be at least at 6% of the national average.
KPI: At least two basic science courses will be above national average on COMLEX 1.
KPI: Basic Science professors will rate at least 3.00 on a 4.00 scale on teaching effectiveness on student evaluations.
KPI: Achieve 85% attendance at Faculty Development Programs
KPI: Achieve 80% attendance per basic science faculty member at perspective student interview sessions.

3. Make contributions to the advancement of knowledge and the development of osteopathic medicine through scientific research.
KPI: Continue to ask for financial support for internal grants and lab supplies.
KPI: At least 80% of faculty doing research will present KYCOM research at professional conferences.
KPI: Maintain the equipment used in the research lab at quality condition.
KPI: At least two basic science faculty members will apply for external funding.

Clinical Affairs

2014-2015

1. Ensure that a sufficient number of core sites/seats are available for the Class of 2017.
KPI: Continued development of existing core sites.
KPI: Develop additional core sites to ensure that KYCOM has an adequate number of seats available for the Class of 2017 [Currently 149 seats are available for the Class of 2017; Class of 2017 currently has 136 students scheduled to begin clinical rotations on August 3, 2015].

2. Working to improve KYCOM students’ performance on COMLEX Level 2 CE and Level 2PE examinations.
KPI: Direct feedback provided to each student by a clinical faculty member in regards to the students’ performance on the OSCE examinations during the Capstone Course [First time success on COMLEX Level 2CE and Level 2PE examinations: 87% first-time pass rate of Level 2CE for Class of 2015 (nat’l avg. 92.3%); 87% first-time pass rate for Level 2PE for Class of 2015 (nat. avg. 92.6%)].
KPI: Requiring students to take COMSAE examinations in preparation for COMLEX examinations.
KPI: Greater emphasis placed on failure of the COMAT examinations.

3. Provide instruction at rotation sites to develop a means to achieve the objectives of the third year clinical curriculum.
KPI: Continue KYCOM visibility at core rotation sites by personal visits and participate in faculty development.
KPI: Support the educational efforts of the clinical adjunct faculty by meeting with faculty members during rotation site visits with prompt follow-up of any communications.
KPI: Support the hubsites with the management of KYCOM students by routine contact with the site coordinators, maintenance of regular telephone and e-mail communication, and prompt response to any communicated inquiries.
KPI: Communicate with students including student concerns in a timely fashion as measured by graduating class student surveys.

4. Implement the clinical clerkship training curricula.
KPI: Assess clinical knowledge and evaluate the efficacy of third year core curriculum and regional training pattern with the use of the Comprehensive Osteopathic Medical Achievement Test (COMAT) examination.
KPI: Promote scholarly activity with online journal club meetings facilitated by KYCOM faculty.
KPI: Encourage student participation at didactic programs.
KPI: Review grading system for the third and fourth years to ensure that KYCOM is delivering a quality clinical education to the students.

2015-2016

1. Ensure that a sufficient number of core sites/seats are available for the Class of 2018.
KPI: Continued development of existing core sites.
KPI: Develop additional core sites to ensure that KYCOM has an adequate number of seats available for the Class of 2018.

2. Working to improve KYCOM students’ performance on COMLEX Level 2 CE and Level 2PE examinations.
KPI: Direct feedback provided to each student by a clinical faculty member in regards to the students’ performance on the OSCE examinations during the Capstone Course.
KPI: Requiring students to take COMSAE examinations in preparation for COMLEX examinations.
KPI: Greater emphasis placed on failure of the COMAT examinations.

3. Provide instruction at rotation sites to develop a means to achieve the objectives of the third year clinical curriculum.
KPI: Continue KYCOM visibility at core rotation sites by personal visits and participate in faculty development.
KPI: Support the educational efforts of the clinical adjunct faculty by meeting with faculty members during rotation site visits with prompt follow-up of any communications.
KPI: Support the hubsites with the management of KYCOM students by routine contact with the site coordinators, maintenance of regular telephone and e-mail communication, and prompt response to any communicated inquiries.
KPI: Communicate with students including student concerns in a timely fashion as measured by graduating class student surveys.

4. Implement the clinical clerkship training curricula.
KPI: Assess clinical knowledge and evaluate the efficacy of third year core curriculum and regional training pattern with the use of the Comprehensive Osteopathic Medical Achievement Test (COMAT) examination.
KPI: Promote scholarly activity with on-line journal club meetings facilitated by KYCOM faculty.
KPI: Encourage student participation at didactic programs.
KPI: Review grading system for the third and fourth years to ensure that KYCOM is delivering a quality clinical education to the students.

2016-2017

1. Ensure that a sufficient number of core sites/seats are available for the Class of 2019.
KPI: Continued development of existing core sites.
KPI: Develop additional core sites to ensure that KYCOM has an adequate number of seats available for the Class of 2019.

2. Working to improve KYCOM students’ performance on COMLEX Level 2 CE and Level 2PE examinations.
KPI: Direct feedback provided to each student by a clinical faculty member in regards to the students’ performance on the OSCE examinations during the Capstone Course.
KPI: Requiring students to take COMSAE examinations in preparation for COMLEX examinations.
KPI: Greater emphasis placed on failure of the COMAT examinations.

3. Provide instruction at rotation sites to develop a means to achieve the objectives of the third year clinical curriculum.
KPI: Continue KYCOM visibility at core rotation sites by personal visits and participate in faculty development.
KPI: Support the educational efforts of the clinical adjunct faculty by meeting with faculty members during rotation site visits with prompt follow-up of any communications.
KPI: Support the hubsites with the management of KYCOM students by routine contact with the site coordinators, maintenance of regular telephone and e-mail communication, and prompt response to any communicated inquiries.
KPI: Communicate with students including student concerns in a timely fashion as measured by graduating class student surveys.

4. Implement the clinical clerkship training curricula.
KPI: Assess clinical knowledge and evaluate the efficacy of third year core curriculum and regional training pattern with the use of the Comprehensive Osteopathic Medical Achievement Test (COMAT) examination.
KPI: Promote scholarly activity with on-line journal club meetings facilitated by KYCOM faculty.
KPI: Encourage student participation at didactic programs.
KPI: Review grading system for the third and fourth years to ensure that KYCOM is delivering a quality clinical education to the students.

Osteopathic Clinical Education

2014-2015

1. Provide each medical student with the professional skills in medical education necessary to improve health care in the Appalachian region.
KPI: Monitor student passing scores and its comparison to national norm data for all students taking COMLEX Level 1-CE for 2012, 2013, 2014 rolling 3-year average and 5-year average, including first-time pass rates as well as overall completion pass rates.
KPI: Monitor student pass scores, including graphic representation, and its comparison to national norm data for all students taking COMLEX Level 2-CE for 2012, 2013, 2014 rolling 3-year and 5-year average, including first-time pass rates as well as overall completion pass rates.
KPI: Improve first time pass rate for all students taking COMLEX Level 2-CE to 90% for a 3-year period ending for 2012, 2013, 2014.
KPI: Monitor and review Physician Skills scores, including graphic representation, (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 2012, 2013, and 2014 rolling 3-year average and 5-year average.
KPI: Obtain passing scores, including graph representation, with comparison national rates of COMLEX Level 2-CE for all reported clinical disciplines for a 3-year period and 5-year period ending for 2012, 2013, 2014.

2. Maintain a community of high-quality clinical 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, continue to yearly faculty development programs for first and second year didactic clinical faculty programs by April of each academic year with a target of 50% attendance/participation.
KPI: By April 2015, identify all second year core clinical rotations within the Osteopathic Primary Care (OPC) III & IV courses for the following year.
KPI: Identify at least one additional clinical faculty member (adjunct) to be utilized in OPC laboratory activities, including OSCE’s and Human Models.
KPI: Identify one additional full-time clinical faculty to be recruited for the class expansion and to meet accreditation requirements.
KPI: Continue the development of the inter-professional educational (IPE) program which will include KYCOM, UPIKE division of nursing, UPIKE division of social work, the Appalachian College of Pharmacy, and other interested healthcare-related programs within Central Appalachia.

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: Monitor student passing scores, including graphic representation, in osteopathic principles and practice (OPP) and its comparison to national norm data for all students taking COMLEX Level 1-CE for 2012, 2013, 2014 rolling 3-year average and 5-year average.
KPI: Monitor student passing scores, including graphic representation, in osteopathic principles and practice (OPP) and its comparison to national norm data for all students taking COMLEX Level 2-CE for 2012, 2013, 2014 rolling 3-year average and 5-year average.
KPI: By January 2015 review the needs assessment and budget for the Department of Osteopathic Principles and Practice within the Coal Building. This will include budgets for equipment needs, personnel needs (Fellows, Teaching Assistants, external faculty), as well as standardized patient, human model, and patient simulation programs.
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, to begin by July 1, 2015.
KPI: Identify one additional part-time (adjunct) 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. The KYCOM OMT Clinic has served as a free 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.
KPI: Monitor the monthly patient census with an annual report to be submitted to the Dean, KYCOM.
KPI: Develop and a patient satisfaction survey as it relates to the timeliness, access, diversity of diagnosis, and quality of care of the community patient. A summary of the survey will be submitted to the Dean, KYCOM annually.
KPI: Develop a monitoring mechanism within the OMT clinic to enhance awareness of key Appalachian pathologic conditions such as tobacco abuse, diabetes, obesity, and/or hypertension.

5. KYCOM must have available sufficient and appropriate facilities, equipment, and resources for program instruction that enable students and faculty to successfully pursue the educational outcomes and curriculum.
KPI: With the collaboration of the associate dean for academic affairs and the associate dean for basic sciences, a survey will be provided to faculty, appropriate staff, and students regarding the adequacy of the facilities specific to the clinical curriculum. This would include the Bevins Family Clinical Skills Training and Evaluation Center (CSTEC – 4th Floor Coal Building) and the Osteopathic Principles and Practice Lab (9th Floor Coal Building). The survey will include satisfaction of facilities as well as input for needs to enhance the educational outcomes.
KPI: Under the input from the Clinical Science Committee, a yearly needs assessment will be obtained regarding the facilities and equipment.
KPI: On a yearly basis, a review of the resources will be obtained.

2015-2016

1. Provide each medical student with the professional skills in medical education necessary to improve health care in the Appalachian region.
KPI: Monitor student passing scores and its comparison to national norm data for all students taking COMLEX Level 1-CE for 2013, 2014, 2015 rolling 3-year average and 5-year average, including first-time pass rates as well as overall completion pass rates.
KPI: Monitor student pass scores, including graphic representation, and its comparison to national norm data for all students taking COMLEX Level 2-CE for 2013, 2014, 2015 rolling 3-year and 5-year average, including first-time pass rates as well as overall completion pass rates.
KPI: Improve first time pass rate for all students taking COMLEX Level 2-CE to 90% for a 3-year period ending for 2013, 2014, 2015.
KPI: Monitor and review Physician Skills scores, including graphic representation, (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 2013, 2014, and 2015 rolling 3-year average and 5-year average.
KPI: Obtain passing scores, including graph representation, with comparison national rates of COMLEX Level 2-CE for all reported clinical disciplines for a 3-year period and 5-year period ending for 2013, 2014, 2015.

2. Maintain a community of high-quality clinical 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, continue to yearly faculty development programs for
first and second year didactic clinical faculty programs by April of each academic year with a target of 50% attendance/participation.

KPI: By April 2016, identify all second year core clinical rotations within the Osteopathic Primary Care (OPC) III & IV courses for the following year, 2017.

KPI: Identify at least one additional clinical faculty member (adjunct) to be utilized in OPC laboratory activities, including OSCE’s and Human Models.

KPI: Identify one additional full-time clinical faculty to be recruited for the class expansion and to meet accreditation requirements.

KPI: Continue the development of the inter-professional educational (IPE) program which will include KYCOM, UPIKE division of nursing, UPIKE division of social work, the Appalachian College of Pharmacy, and other interested healthcare-related programs within Central Appalachia.

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: Monitor student passing scores, including graphic representation, in osteopathic principles and practice (OPP) and its comparison to national norm data for all students taking COMLEX Level 1-CE for 2013, 2014, 2015 rolling 3-year average and 5-year average.

KPI: Monitor student passing scores, including graphic representation, in osteopathic principles and practice (OPP) and its comparison to national norm data for all students taking COMLEX Level 2-CE for 2013, 2014, 2015 rolling 3-year average and 5-year average.

KPI: By January 2016 review the needs assessment and budget for the Department of Osteopathic Principles and Practice within the Coal Building. This will include budgets for equipment needs, personnel needs (Fellows, Teaching Assistants, external faculty), as well as standardized patient, human model, and patient simulation programs.

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 one additional part-time (adjunct) 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. The KYCOM OMT Clinic has served as a free 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.

KPI: Monitor the monthly patient census with an annual report to be submitted to the Dean, KYCOM.
KPI : Develop and a patient satisfaction survey as it relates to the timeliness, access, diversity of diagnosis, and quality of care of the community patient. A summary of the survey will be submitted to the Dean, KYCOM annually.

KPI : Develop a monitoring mechanism within the OMT clinic to enhance awareness of key Appalachian pathologic conditions such as tobacco abuse, diabetes, obesity, and/or hypertension.

5. KYCOM must have available sufficient and appropriate facilities, equipment, and resources for program instruction that enable students and faculty to successfully pursue the educational outcomes and curriculum.

KPI : With the collaboration of the associate dean for academic affairs and the associate dean for basic sciences, a survey will be provided to faculty, appropriate staff, and students regarding the adequacy of the facilities specific to the clinical curriculum. This would include the Bevins Family Clinical Skills Training and Evaluation Center (CSTEC – 4th Floor Coal Building) and the Osteopathic Principles and Practice Lab (9th Floor Coal Building). The survey will include satisfaction of facilities as well as input for needs to enhance the educational outcomes.

KPI : Under the input from the Clinical Science Committee, a yearly needs assessment will be obtained regarding the facilities and equipment.

KPI : On a yearly basis, a review of the resources will be obtained.

2016-2017

1. Provide each medical student with the professional skills in medical education necessary to improve health care in the Appalachian region.

KPI : Monitor student passing scores and its comparison to national norm data for all students taking COMLEX Level 1-CE for 2014, 2015, 2016 rolling 3-year average and 5-year average, including first-time pass rates as well as overall completion pass rates.

KPI : Monitor student pass scores, including graphic representation, and its comparison to national norm data for all students taking COMLEX Level 2-CE for 2014, 2015, 2016 rolling 3-year and 5-year average, including first-time pass rates as well as overall completion pass rates.

KPI : Improve first time pass rate for all students taking COMLEX Level 2-CE to 90% for a 3-year period ending for 2014, 2015, 2016.

KPI : Monitor and review Physician Skills scores, including graphic representation, (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 2014, 2015, and 2016 rolling 3-year average and 5-year average.

KPI : Obtain passing scores, including graph representation, with comparison national rates of COMLEX Level 2-CE for all reported clinical disciplines for a 3-year period and 5-year period ending for 2014, 2015, 2016.
2. Maintain a community of high-quality clinical 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, continue to yearly faculty development programs for first and second year didactic clinical faculty programs by April of each academic year with a target of 50% attendance/participation.
KPI: By April 2017, identify all second year core clinical rotations within the Osteopathic Primary Care (OPC) III & IV courses for the following year.
KPI: Identify at least one additional clinical faculty member (adjunct) to be utilized in OPC laboratory activities, including OSCE’s and Human Models.
KPI: Identify one additional full-time clinical faculty to be recruited for the class expansion and to meet accreditation requirements.
KPI: Continue the development of the inter-professional educational (IPE) program which will include KYCOM, UPIKE division of nursing, UPIKE division of social work, the Appalachian College of Pharmacy, and other interested healthcare-related programs within Central Appalachia.

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: Monitor student passing scores, including graphic representation, in osteopathic principles and practice (OPP) and its comparison to national norm data for all students taking COMLEX Level 1-CE for 2014, 2015, 2016 rolling 3-year average and 5-year average.
KPI: Monitor student passing scores, including graphic representation, in osteopathic principles and practice (OPP) and its comparison to national norm data for all students taking COMLEX Level 2-CE for 2014, 2015, 2016 rolling 3-year average and 5-year average.
KPI: By January 2017 review the needs assessment and budget for the Department of Osteopathic Principles and Practice within the Coal Building. This will include budgets for equipment needs, personnel needs (Fellows, Teaching Assistants, external faculty), as well as standardized patient, human model, and patient simulation programs.
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 one additional part-time (adjunct) 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. The KYCOM OMT Clinic has served as a free 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.

KPI: Monitor the monthly patient census with an annual report to be submitted to the Dean, KYCOM.

KPI: Develop and a patient satisfaction survey as it relates to the timeliness, access, diversity of diagnosis, and quality of care of the community patient. A summary of the survey will be submitted to the Dean, KYCOM annually.

KPI: Develop a monitoring mechanism within the OMT clinic to enhance awareness of key Appalachian pathologic conditions such as tobacco abuse, diabetes, obesity, and/or hypertension.

5. KYCOM must have available sufficient and appropriate facilities, equipment, and resources for program instruction that enable students and faculty to successfully pursue the educational outcomes and curriculum.

KPI: With the collaboration of the associate dean for academic affairs and the associate dean for basic sciences, a survey will be provided to faculty, appropriate staff, and students regarding the adequacy of the facilities specific to the clinical curriculum. This would include the Bevins Family Clinical Skills Training and Evaluation Center (CSTEC – 4th Floor Coal Building) and the Osteopathic Principles and Practice Lab (9th Floor Coal Building). The survey will include satisfaction of facilities as well as input for needs to enhance the educational outcomes.

KPI: Under the input from the Clinical Science Committee, a yearly needs assessment will be obtained regarding the facilities and equipment.

KPI: On a yearly basis, a review of the resources will be obtained.

**Graduate Medical Education**

**2014-2015**

1. Increase Osteopathic GME slots for KYCOM graduates
   KPI: Maintain 90% of the current A-OPTIC programs
   KPI: Maintain 90% of the current A-OPTIC GME slots
   KPI: Identify and grow the number of A-OPTIC programs by two each academic year
   KPI: Increase the number of A-OPTIC GME slots by twenty each academic year (existing, new, or dual programs)

2. Maintain relationships with professional and governmental organizations
   KPI: Serve on AOA and ACOFP Committees, Taskforces, etc. as assigned
   KPI: Attend meetings of COPT, PTRC, COPTI, etc. to represent KYCOM and A-OPTIC interests
   KPI: Serve on at least two NBOME Board of Directors, committees, and taskforces
   KPI: Serve on at least one additional State and National committees or taskforces to represent UPIKE and KYCOM, as assigned or requested
3. Provide assistance to KYCOM students in the career planning and residency application process
   KPI: In cooperation with other Associate Deans and staff, provide lectures and seminars for students-at least 2 per year
   KPI: Provide information to students on the Pathways program, NHSC and other scholarship/loan opportunities
   KPI: Meet with students individually or in small groups to discuss career planning and residency planning at their request

4. Participate in teaching KYCOM students and residents in field of expertise
   KPI: Will give at least one morning report lecture at PMC every six months
   KPI: Precept family medicine residents and students at PMC family medicine clinic 1/2 day per week at least 75%
   KPI: Provide expertise and attend A-OPTIC grand rounds for students and residents, at least 75%
   KPI: Assist with clinical oversight and teaching in the SPAL or small group moderator at least 6 days per year

5. Ensure compliance with OGME standards
   KPI: Serve as A-OPTIC Chief Academic Officer
   KPI: Make site visits to at least 33% of the A-OPTIC residency programs per year
   KPI: Assist A-OPTIC residency programs with education and faculty development based on the A-OPTIC needs assessment
   KPI: Meet with and provide guidance to the A-OPTIC staff monthly and as needed
   KPI: Continue to work with and provide oversight for COCA inspection Standard 8

6. Expand online learning opportunities
   KPI: Work with A-OPTIC staff and KYCOM clinical education office to develop two additional online modules for residents/students
   KPI: Participate in online synchronized and asynchronous teaching programs including grand rounds
   KPI: Continue personal Master's educational program in online learning and teaching.

**2015-2016**

1. Increase Osteopathic GME slots for KYCOM graduates
   KPI: Maintain 90% of the current A-OPTIC programs
   KPI: Maintain 90% of the current A-OPTIC GME slots
   KPI: Identify and grow the number of A-OPTIC programs by two each academic year
   KPI: Increase the number of A-OPTIC GME slots by twenty each academic year (existing, new, or dual programs)

2. Maintain relationships with professional and governmental organizations
   KPI: Serve on AOA and ACOFP Committees, Taskforces, etc. as assigned
KPI: Attend meetings of COPT, PTRC, COPTI, etc. to represent KYCOM and A-OPTIC interests
KPI: Serve on at least two NBOME Board of Directors, committees, and taskforces
KPI: Serve on at least one additional State and/or National committees or taskforces to represent UPIKE and KYCOM, as assigned or requested

3. Provide assistance to KYCOM students in the career planning and residency application process
KPI: In cooperation with other Associate Deans and staff, provide lectures and seminars for students at least 2 per year
KPI: Provide information to students on the Pathways program, NHSC and other scholarship/loan opportunities
KPI: Meet with students individually or in small groups to discuss career planning and residency planning at their request

4. Participate in teaching KYCOM students and residents in field of expertise
KPI: Will give at least one morning report lectures at PMC every six months and provide faculty feedback on residents to program director
KPI: Precept family medicine residents and students at PMC family medicine clinic 1/2 day per week at least 75%
KPI: Provide expertise and attend A-OPTIC grand rounds for students and residents, at least 75%
KPI: Assist with clinical oversight and teaching in the SPAL or small group moderator at least 6 days per year

5. Ensure compliance with OGME standards
KPI: Serve as A-OPTIC Chief Academic Officer
KPI: Make site visits to at least 33% of the A-OPTIC residency programs per year
KPI: Assist A-OPTIC residency programs with education and faculty development based on the A-OPTIC needs assessment
KPI: Meet with and provide guidance to the A-OPTIC staff monthly and as needed

6. Expand online learning opportunities
KPI: Work with A-OPTIC staff and KYCOM clinical education office to develop two additional online modules for residents/students
KPI: Participate in online synchronized and asynchronized teaching programs including grand rounds
KPI: Continue personal Master's educational program in online learning and teaching.

2016-2017

1. Increase Osteopathic GME slots for KYCOM graduates
KPI: Maintain 90% of the current A-OPTIC programs
KPI: Maintain 90% of the current A-OPTIC GME slots
KPI: Identify and grow the number of A-OPTIC programs by two each academic year
KPI: Increase the number of A-OPTIC GME slots by twenty each academic year (existing, new, or dual programs)
KPI: Work with residency sites to convert to ACGME standards

2. Maintain relationships with professional and governmental organizations
KPI: Serve on AOA and ACOFP Committees, Taskforces, etc. as assigned
KPI: Attend meetings of COPT, PTRC, COPTI, etc. to represent KYCOM and A-OPTIC interests
KPI: Serve on at least two NBOME Board of Directors, committees, or taskforces
KPI: Serve on at least one additional State / National committee or taskforce to represent UPIKE and KYCOM, as assigned or requested

3. Provide assistance to KYCOM students in the career planning and residency application process
KPI: In cooperation with other Associate Deans and staff, provide lectures and seminars for students- at least 2 per year
KPI: Provide information to students on the Pathways program, NHSC and other scholarship/loan opportunities
KPI: Encourage and meet with students individually or in small groups to discuss career planning and residency planning at their request
KPI: Work with other Associate Deans to enhance the available advising program

4. Participate in teaching KYCOM students and residents in field of expertise
KPI: Will give at least one morning report lecture at PMC every six months
KPI: Precept family medicine residents and students at PMC family medicine clinic 1/2 day per week at least 75%
KPI: Provide expertise and attend A-OPTIC grand rounds for students and residents, at least 75%
KPI: Assist with clinical oversight and teaching in the SPAL or small group moderator at least 6 days per year

5. Ensure compliance with OGME standards
KPI: Serve as A-OPTIC Chief Academic Officer
KPI: Make site visits to at least 33% of the A-OPTIC residency programs per year
KPI: Assist A-OPTIC residency programs with education and faculty development based on the A-OPTIC needs assessment
KPI: Meet with and provide guidance to the A-OPTIC staff monthly and as needed

6. Expand online learning opportunities
KPI: Work with A-OPTIC staff and KYCOM clinical education office to develop two additional online modules for residents/students
KPI: Participate in online synchronized and asynchronized teaching programs including grand rounds
KPI: Continue personal Master's educational program in online learning and teaching.
Student Affairs

2014-2015

1. Promote attainment of KYCOM’s mission by developing and promoting a recruitment plan that attracts a qualified applicant pool and enrolls students, especially Kentucky residents, who will help KYCOM meet its mission.
   KPI: Hold recruitment programs and/or exhibits at 2014 AOA OMED annual meeting in Seattle and at June 2015 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.
   KPI: At least 25 percent of Class of 2019 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 2005.
   KPI: Host a reception for KYCOM alumni at the 2015 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 FY15 that focuses on KYCOM student professional enrichment.
   KPI: Continue work with IT to enable Student Affairs staff members to more effectively use Datatel functions to access KYCOM student class rosters, track student compliance with enrollment requirements, create reports, etc.
   KPI: Implement electronic storage of KYCOM graduate files to replace their original paper files.

4. Promote academic success and personal well-being of KYCOM students.
   KPI: Offer students and newly accepted students workshops to develop more effective study skills and to improve test-taking abilities.
   KPI: Facilitate emotional and psychological well-being of students through referral to campus counselors and local psychologists who are approved by KYCOM.

5. 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.

6. 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.
KPI: Work with College of Arts and Sciences Dean and faculty to improve the performance of UPIKE premed students on the MCAT test.

7. Improve the marketing of KYCOM’s mission and identity among its prospective applicants, alumni, and supporters.
KPI: Update and improve KYCOM’s print materials that include KYCOM Admissions brochure.
KPI: Increase use of program, Where the 99 Lead, on Pike TV to publicize KYCOM within the local service area.
KPI: Continue efforts to improve KYCOM’s online presence via the UPIKE website.

2015-2016

1. Promote attainment of KYCOM’s mission by developing and promoting a recruitment plan that attracts a qualified applicant pool and enrolls students, especially Kentucky residents, who will help KYCOM meet its mission.
KPI: Hold recruitment programs and/or exhibits at 2015 AOA OMED annual meeting in Orlando and at June 2016 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 2020.
KPI: At least 25 percent of Class of 2020 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 2006.
KPI: Host a reception for KYCOM alumni at the 2015 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: Continue work with IT to enable Student Affairs staff members to more effectively use Datatel functions to access KYCOM student class rosters, track student compliance with enrollment requirements, create reports, etc.
KPI : Continue electronic storage of KYCOM graduate files to replace their original paper files.

4. Promote academic success and personal well-being of KYCOM students.
KPI : Offer students and newly accepted students workshops to develop more effective study skills and to improve test-taking abilities.
KPI : Improve faculty advising of KYCOM students.
KPI : Facilitate emotional and psychological well-being of students through referral to local psychologists approved by KYCOM.

5. 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.
KPI : Develop programs and activities to facilitate and strengthen the development of medical student professionalism.
KPI : Develop a career advising program for KYCOM students.

6. 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.
KPI : Work with College of Arts and Sciences Dean and faculty to improve the performance of UPIKE premed students on the MCAT test.

7. Improve the marketing of KYCOM’s mission and identity among its prospective applicants, alumni, and supporters.
KPI : Update and improve KYCOM’s print materials that include KYCOM Admissions brochure.
KPI : Increase use of program, Where the 99 Lead, on Pike TV to publicize KYCOM within the local service area.
KPI : Continue efforts to improve KYCOM’s online presence via the UPIKE website.

2016-2017

1. Promote attainment of KYCOM’s mission by developing and promoting a recruitment plan that attracts a qualified applicant pool and enrolls students, especially Kentucky residents, who will help KYCOM meet its mission.
KPI : Hold recruitment programs and/or exhibits at 2016 AOA OMED annual meeting in Anaheim and at June 2017 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 2021.
KPI : At least 25 percent of Class of 2021 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 2007.
   KPI: Host a reception for KYCOM alumni at the 2016 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: Continue work with IT to enable Student Affairs staff members to more effectively use Datatel functions to access KYCOM student class rosters, track student compliance with enrollment requirements, create reports, etc.
   KPI: Continue electronic storage of KYCOM graduate files to replace their original paper files.

4. Promote academic success and personal well-being of KYCOM students.
   KPI: Offer students and newly accepted students workshops to develop more effective study skills and to improve test-taking abilities.
   KPI: Improve faculty advising of KYCOM students.
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   KPI: Support KYCOM Student Government Association’s (SGA) implementation of a Student Ethics Council and an Honor Code.
   KPI: Develop programs and activities to facilitate and strengthen the development of medical student professionalism.
   KPI: Develop a career advising program for KYCOM students.

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   KPI: Manage an enrichment program for OMSP students.
   KPI: Work with College of Arts and Sciences Dean and faculty to improve the performance of UPIKE premed students on the MCAT test.

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   KPI: Update and improve KYCOM’s print materials that include KYCOM Admissions brochure.
   KPI: Increase use of program, Where the 99 Lead, on Pike TV to publicize KYCOM within the local service area.
KPI: Continue efforts to improve KYCOM’s online presence via the UPIKE website.

Student Affairs Professional Education Preparation Program (PEPP)

2014-2015

1. 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.

2. 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.

2015-2016

1. 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.

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KPI: Selection of a KYCOM PEPP participant into the OMSP Program.
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2. 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

2014-2015

1. Medical Librarian provide instruction and employ a variety of learning platforms including classroom instruction, online tutorials, and one on one instruction.
KPI : Implement new instruction methods, particularly online and/or mobile options.
KPI : Expand in-person instruction programs as needed.
KPI : Work with the Instruction Coordinator at Allara to improve instruction techniques.
KPI : Participate in peer review of instruction to evaluate the program.

2. The Medical Librarian provides assistance and instruction via multiple access points and multiple technologies.
KPI : Expand research guides to include in-depth information on new topics.
KPI : Evaluate the use of virtual reference and Libguides.

3. The Medical Librarian 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.
KPI : Survey faculty and students to ascertain their resource needs.
KPI : Obtain faculty and student input when considering new databases.

4. 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.
KPI : Provide staff 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 : Develop and implement strategies to increase awareness of resources and services.
KPI : Utilize social media to promote library resources and services.

6. The Medical Library provides up to date technology and workspace that is open to all students, faculty, staff, and community users.
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.

7. The Medical Librarian collects use statistics, anecdotes, and survey responses that demonstrate the effectiveness and use of the physical library and resources in all formats.
KPI: Statistics are collected and communicated to the Director of Library Services and the Dean of the Medical School.

**2015-2016**

1. The Medical Librarian is committed to providing services that are user oriented.
   KPI: Evaluate services and explore changes to create a better user experience.
   KPI: Survey students to determine the need for library services.

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.
   KPI: Continue working with the Instruction Coordinator to expand and improve instruction.

3. The Medical Librarian provides the most current and most reliable technology to organize and provide access to resources.
   KPI: Explore new technologies for providing access to resources.
   KPI: Use social media and email to remind off campus students of the availability of assistance and resources.

4. The Medical Librarian has an on-going process of collection evaluation to ensure access to current resources that support both faculty and student interests.
   KPI: Evaluate and update collections as needed.
   KPI: Evaluate the current level of optometry related resources and allocate space to integrate into the collection.

5. The Medical Library provides up to date technology and workspace that is open to all students, faculty, staff, and community users.
   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.

6. The Medical Librarian collects use statistics, anecdotes, and survey responses that demonstrate the effectiveness and use of the physical library and resources in all formats.
   KPI: Statistics are collected and communicated to the Director of Library Services and the Dean of the Medical School

**2016-2017**

1. The Medical Librarian is committed to providing services that are user oriented.
   KPI: Evaluate services and explore changes to create a better user experience.
   KPI: Cooperate with Vision Librarian to provide service to all students.
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.  
KPI: Work with the Vision Librarian to coordinate instruction.

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 Librarian has an on-going process of collection evaluation to ensure access to current resources that support both faculty and student interests.  
KPI: Evaluate and update collections as needed.  
KPI: Work with the vision librarian to avoid duplication of resources and procedures.

5. The Medical Librarian provides up to date technology and workspace that is open to all students, faculty, staff, and community users.  
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.

6. The Medical Librarian collects use statistics, anecdotes, and survey responses that demonstrate the effectiveness and use of the physical library and resources in all formats.  
KPI: Statistics are collected and communicated to the Director of Library Services and the Dean of the Medical School.

**Dean’s Office, Elliott School of Nursing**

**2014-2015**

1. The A.D.N. program will meet requirements documented by the Kentucky Board of Nursing (KBN) following KBN’s site visit November 12-14, 2014 (a plan of action report is due to KBN by April 15, 2015).  
KPI: By April 15, 2015, the organizational structure and operations of the Elliott School of Nursing (SON) under Health Affairs be clearly delineated. [Note: A dual relationship exists for Nursing with the College of Arts and Sciences (CAS) and with Health Professions, yet Nursing is only documented on the organizational chart under Health Affairs.]  
KPI: By April 15, 2015, the criteria utilized by the SON for the selection of clinical facilities are established in writing.  
KPI: By April 15, 2015, the Dean (or Interim Dean) of SON be given up-to-date information on the progress toward the new, single University Faculty Handbook.

2. Elliott School of Nursing administration, faculty, and staff are sufficiently in place and in the correct job description for the 2015-2016 academic year.  
KPI: By May 2015, hire a qualified Dean for the Elliott School of Nursing.
KPI: By May 2015, the SON must be given the most up-to-date information on Administration’s timeline for plans to expand the SON and the creation of new learning spaces.
KPI: By April 1, 2015, and based on KBN recommendation, pursue hiring of an additional FT nursing faculty member to fulfill curricular outcomes and to decrease reliance on PT adjunct nursing instructors. (Proposed on FY16 budget)
KPI: By April 1, 2015, the Interim Dean will submit a recommendation to the VP of Health Professions and Dean of CAS to upgrade the current position of Secretary of Nursing in terms of job category, duties, and wages. (Proposed on FY16 budget)
KPI: By July 2015, and per KBN recommendation, schedule regular high-fidelity simulation activities with sufficient, qualified nursing faculty to coordinate such activities beyond the traditional skills laboratory instruction.

3. Enhance the quality of the Elizabeth Akers Elliott two-year A.D.N. program.
KPI: By July 1, 2015, start the revision of the A.D.N. program philosophy and student learning outcomes to reflect current standards of practice such as NCLEX-RN Test Plan (2014), NLN Competencies (2010) and QSEN (2008).
KPI: By July 1, 2015 integrate ACEN accreditation criteria for the two-year A.D.N. program as the A.D.N. curriculum undergoes review for revision.
KPI: (carryover from 2012-2013; 2013-2014): By May 2015, earmark approximately $35,000 in capital equipment to upgrade the current Skills Laboratory in the interim until the new NUR facilities are finalized. (i.e., cubicle curtains, automated medication cart, Laerdal bedside monitor and SimPad).

4. Continue to strengthen the RN-BSN program to serve the University’s regional market.
KPI: By April 2015, clarify with the CAS Academic Dean the status of the RN-BSN proposal (passed by University faculty) to change RN-BSN program delivery from hybrid/51% seat time to online/distance education with no more than 20% seat time.
KPI: By May 2015, submit a substantive change to ACEN on proposed distance education designation of the RN-BSN program, contingent on University and SACS approval.
KPI: By August 2015, increase the admission of RN-BSN students by at least 50% (from 11 to 16 students) via intense, varied recruitment measures.

2015-2016

1. Enhance current Nursing programs while starting the expansion of new nursing programs.
KPI: By Spring 2016, finalize NUR utilization within a state-of-the-art Inter-professional Simulation Center for the ADN, RN-BSN, and future NUR programs.
KPI: By Spring 2016, develop nursing-centered support services for success in progression testing.
KPI: By May 2016, initiate a revised A.D.N. curriculum that meets current standards in nursing education and facilitates transition into the RN-BSN program.
KPI: By May 2016, initiate ACEN accreditation for the A.D.N program.
KPI: In Fall 2016, explore feasibility of a generic BSN program.
2. Strengthen interprofessional education (IPE) and partnerships with relevant disciplines, clinical agencies, and community colleges.
KPI: By May 2016, expand IPE activities to include simulation activities across multidisciplines within- and external to the University.
KPI: By May 2016, establish an articulation agreement within a private-public partnership for seamless transition to UPIKE’s RN-BSN program.

2016-2017

1. Develop a new funding source for the programs in nursing.
KPI: In collaboration with the Office of Development, obtain funding sources for the ADN and RN-BSN programs with emphases on simulation equipment, technology use at clinical, and RN-BSN scholarships.
KPI: In collaboration with Office of Development, explore ways to maximize the organization and usefulness of a nursing program alumni network.

2. Comply with ACEN accreditation requirements for the ADN and RN-BSN program.
KPI: Prepare for the 5-year ACEN accreditation Self-Study for the RN-BSN program (site visit required Spring 2018).
KPI: Submit ACEN accreditation application to begin an ACEN Self-Study of the ADN program.

VICE PRESIDENT for OPTOMETRIC EDUCATION

Dean’s Office, Kentucky College of Optometry

2014-2015

1. Assure appropriate staff for the development of KYCO
KPI: Interview and Hire KYCO Executive Assistant

2. Continue the UPIKE accreditation process for KYCO
KPI: Complete self-study and apply for Phase 2 status

3. Insure the financial viability of the Kentucky College of Optometry
KPI: Finalize the Pro-forma for the school start-up

4. Establish the KYCO Faculty governance foundation
KPI: Author the Kentucky College of Optometry Faculty Handbook Supplement
KPI: Integrate The Kentucky College of Optometry Faculty Handbook Supplement with the University of Pikeville Faculty Handbook

5. Advocate for KYCO at state and federal levels
KPI: Achieve full Kentucky State Licensure privileges
KPI: Seek loan forgiveness options for KYCO grads practicing in rural KY
KPI: Confirm the placement of the Vision Center of Excellence at The Pikeville Medical Center
KPI: Seek State Board approval of Academic Licenses to supervise patient care prior to obtaining regular Kentucky License

6. Realize the cost share savings of multiple professional programs
KPI: Initiate dialogue with KYCO Director of Curriculum to identify the initial and goal courses which will be common to Medical and Optometry students

7. Develop the personnel structure of KYCO
KPI: Start monthly UPIKE Optometry Departmental meetings
KPI: Pre-Interviews for KYCO Executive Council
KPI: Set date for the first Kentucky College of Optometry Advisory Board meeting

2015-2016

1. Support maturation of University of Pikeville
KPI: Recruit and enroll students in the Kentucky College of Optometry
KPI: Engage in planning for additional health professions program
KPI: Initiate discussions with the Vice-President of Academic Affairs to create a pre-Optometry undergraduate major
KPI: Create a Pre-Optometry and/or Health Sciences Club for the Undergraduate Students
KPI: Initiate discussion for a Pre-Optometry Club at Western Kentucky University

2. Continue complying with the requirements of pre-accreditation status for KYCO with the Accreditation Council on Optometric Education
KPI: Update all of the sections of the self-study
KPI: Prepare for the ACOE on-site visit

3. Foster continued growth of KYCO
KPI: Intensify the advertising awareness of the Kentucky College of Optometry Class of 2020
KPI: Establish a KYCO presence in Western Kentucky University pre-health professions program
KPI: Initiate the discussion of joint OD/MHCA and OD/MBA programs with the College of Business

2016-2017

1. Compile the statistical analysis of the make-up of the first year class
KPI: Detail the gender, diversity and academic credentials of the class of 2020

2. Continue complying with the requirements of pre-accreditation status for KYCO with the Accreditation Council on Optometric Education
KPI: Update all of the sections of the self-study
KPI: Prepare for the ACOE on-site visit
Academic Affairs

2014-2015

1. Develop and implement the instruction methods for classes taken jointly by KYCO and KYCOM
   KPI: Produce a detailed schedule of lecturer, topic, and location by August 2015.

2. Have sufficient and appropriate classroom facilities, equipment, and resources for the program of instruction under construction and detailed in purchase lists
   KPI: Continue collaboration of architects and KYCO Executive Council
   KPI: Advertise and plan interviews for first KYCO Faculty
   KPI: Develop, along with the Associate Dean of Academic Affairs, a plan for implementing faculty development for full-time members to include teaching methodology, peer review, NBEOP preparation, writing test questions, evaluation, promotion, scholarly activity, professional development and community service
   KPI: Hold two meetings with adjunct teaching faculty designed to improve teaching performance by June 2015.
   KPI: Review and prepare Pre-accreditation status requests from ACOE

2. Evolve the governance structure within The Kentucky College of Optometry
   KPI: Commence and schedule weekly KYCO Executive Council meetings
   KPI: Commence and schedule monthly KYCO Departmental Leadership meetings

3. Develop and define the KYCO scholar’s program
   KPI: Assemble organizational meeting with the Director of Student Affairs, KYCO Liaison and Director of the Scholar’s Program
   KPI: Evaluate out-reach programs that will best support the students and children of the Scholar’s House

2015-2016

1. Develop and implement the instruction methods for classes taken jointly by KYCO and KYCOM
   KPI: Produce a detailed schedule of lecturer, topic, and location by August 2015. The basic science and clinical curriculum
   KPI: Matriculate an inaugural class of KYCO 2020 capable of successfully completing the entire KYCO curriculum on time

2. Have sufficient and appropriate classroom facilities, equipment, and resources for the program of instruction under construction and detailed in purchase lists
   KPI: Continue collaboration of architects and KYCO Executive Council
   KPI: Advertise and plan interviews for first KYCO Faculty
KPI: Develop, along with the Associate Dean of Academic Affairs, a plan for implementing faculty development for full-time members to include teaching methodology, peer review, NBEO preparation, writing test questions, evaluation, promotion, scholarly activity, professional development and community service.

KPI: Develop an Optometric Clerkship program.

KPI: Review and prepare Pre-accreditation status requests from ACOE.

3. Evolve the governance structure within The Kentucky College of Optometry.

KPI: Commence and schedule weekly KYCO Executive Council meetings.

KPI: Commence and schedule monthly KYCO Departmental Leadership meetings.

2016-2017

1. Grow the curriculum which provides a state-of-the-art Optometric educational offering.

KPI: Contract with the National Board review corporation to begin preparing the class of 2020 to take their first National Board Examination.

KPI: Calculate the Grade Point average for each year the class has completed and look for the strengths within the curriculum.

KPI: Review areas of the curriculum which can be improved to provide better class performance on outcome measures.

Basic Science (shared with KYCOM)

2014-2015

1. Ensure that the Faculty and consultants from KYCO begin to identify the challenges and opportunities inherent in having the Optometry students receive their basic science instruction together with the Osteopathic Medical Students.

KPI: Determine the required number of faculty to support the basic science faculty for co-teaching.

KPI: Promote communications by holding monthly meetings with the KYCOM basic science faculty and Optometry faculty.

KPI: Insure Gross anatomy lab facilities for the combined classes.

KPI: Support the KYCOM basic science faculty members who apply for NIH funding which involve vision research.

2015-2016

1. Ensure that the Faculty and consultants from KYCO and KYCOM Faculty begin to prepare all lectures and operational procedures Optometry students receive their basic science instruction together with the Osteopathic Medical Students.

KPI: Identify all required number of faculty to support the basic science faculty for co-teaching.
KPI: Promote communications by holding monthly meetings with the basic science faculty and Optometry faculty.
KPI: Insure Gross anatomy lab facilities for the combined classes.

2016-2017

1. Ensure that the Faculty and consultants from KYCO and KYCOM Faculty begin to prepare all lectures and operational procedures Optometry students receive their basic science instruction together with the Osteopathic Medical Students
KPI: Promote continuing education for KYCO basic science faculty and KYCO Faculty appropriate to their jointly taught courses
KPI: Promote communications by holding monthly meetings with the KYCO basic science faculty.

Clinical Operations

2014-2015

1. The completion of the planning for the clinical years two, three and four, and ultimately to successful graduation is the shared responsibility of the KYCO Executive Council, and the hospitals and physicians that provide the clinical experiences.
KPI: Meet KYCO’s mission to serve the people of Appalachia and similar communities.
KPI: Assist Academic Affairs by at least one visit to all sites.
KPI: Physician preceptor recruitment focus will be concentrated on the disciplines of Ophthalmic and Laser surgery
KPI: Create a laser certification course for graduate Optometrists

2015-2016

1. The completion of the planning for the clinical years two, three and four, and ultimately to successful graduation is the shared responsibility of the KYCO Executive Council, and the hospitals and physicians that provide the clinical experiences.
KPI: Meet KYCO’s mission to serve the people of Appalachia and similar communities.
KPI: Assist Academic Affairs by at least one visit to all sites.
KPI: Physician preceptor recruitment focus will be concentrated on the disciplines of Ophthalmic and Laser surgery

2. The Kentucky College of Optometry will adopt attributes recommended by the Association of Schools and Colleges of Optometry. These “30 Attributes” will develop a professional, ethical curriculum for entry level knowledge and skills for optometric practice that include inter-professional, collaborative, and community-based projects employing the highest standard of care.
KPI: Adopt ASCO’s “30 attributes”
3. Clinical & didactic faculty recruitment will be initiated. Didactic, laboratory, and clinical curricula will integrate basic and clinical sciences.
KPI: Faculty will be recruited that are diverse based on alma mater, residency training, gender and ethnicity. The expertise of the faculty will be aligned to KYCO’s comprehensive educational program.
KPI: Recruit and retain qualified faculty

4. A clinical practice will be designed to support ethical and professional standards appropriate for a health care professional, as well as include the basic knowledge required to enhance and extend the quality of life in the region by enhancing visual function and its relationship to the body as a whole.
KPI: Formulate a model clinical facility.
KPI: Recruit and retain a diverse patient base on and off campus through our regional and hospital partners

5. The College will create a clinical patient care program to fulfill the mission, goals and objectives. Eye and vision care services will be characterized by high quality patient care consistent with accepted and well-established health care standards as well as the integration of technology to include expanding the scope of practices to include laser therapy.
KPI: Collaborate with established rural clinical facilities with state of the art technology.

6. The teaching and patient care facilities and equipment will be state of the art designed to fulfill the mission, goals and objectives of the program.
KPI: Establish a minimum date base and equipment protocol for each external clinical site

7. Clinical services will target the population at large as well as the underserved. Clinical services for patients will respect diversity and cultural perspectives.
KPI: Promote services to the University of Pikeville as well as the local and surrounding communities.

8. The quantity, quality and variety of experiences in the supervised care of patients will be monitored to develop clinical competency for entry level practice.
KPI: Recruit and retain a diverse patient base on and off campus.

9. The College will have clinical competencies for entry level practice and evaluate the student’s attainment of these competencies.
KPI: Establish a minimum database

10. The College will maintain library and information facilities, sufficient in size, breadth of holdings, and information technology to support the program’s education and other missions.
KPI: Establish information and research resources to faculty, staff and students
KPI: Create an in-service program to present academic and professional programs as needed

2016-2017

1. The completion of the planning for the clinical years two, three and four, and ultimately to successful graduation is the shared responsibility of the KYCO Executive Council, and the hospitals and physicians that provide the clinical experiences.

KPI: Meet KYCO’s mission to serve the people of Appalachia and similar communities.

KPI: Assist Academic Affairs and The Director of Clinics by at least one visit to all sites.

KPI: Physician preceptor recruitment continues to focus on the disciplines of Ophthalmic and Laser surgery

2. The Kentucky College of Optometry will adopt attributes recommended by the Association of Schools and Colleges of Optometry. These “30 Attributes” will develop a professional, ethical curriculum for entry level knowledge and skills for optometric practice that include inter-professional, collaborative, and community-based projects employing the highest standard of care.

KPI: Adopt ASCO’s “30 attributes”

3. Clinical & didactic faculty recruitment will be initiated. Didactic, laboratory, and clinical curricula will integrate basic and clinical sciences. Faculty will be recruited that are diverse based on alma mater, residency training, gender and ethnicity. The expertise of the faculty will be aligned to KYCO’s comprehensive educational program.

KPI: Recruit and retain qualified faculty

4. A clinical practice will be designed to support ethical and professional standards appropriate for a health care professional, as well as include the basic knowledge required to enhance and extend the quality of life in the region by enhancing visual function and its relationship to the body as a whole.

KPI: Formulate a model clinical facility.

KPI: Recruit and retain a diverse patient base on and off campus

5. The College will create a clinical patient care program to fulfill the mission, goals and objectives. Eye and vision care services will be high quality patient care consistent with accepted and well-established health care standards as well as the integration of technology to include expanding the scope of practices to include laser therapy.

KPI: Collaborate with established rural clinical facilities with state of the art technology.

6. The teaching and patient care facilities and equipment will be state of the art designed to fulfill the mission, goals and objectives of the program.

KPI: Establish a minimum date base and technological requirement for each external teaching site

7. Clinical services will target the population at large as well as the underserved. Clinical services for patients will respect diversity and cultural perspectives.
KPI: Promote services to the University of Pikeville as well as the local and surrounding communities.

8. The quantity, quality and variety of experiences in the supervised care of patients will be monitored to develop clinical competency for entry level practice.
KPI: Recruit and retain a diverse patient base on and off campus.

9. The College will have clinical competencies for entry level practice and evaluate the student’s attainment of these competencies.
KPI: Establish a minimum database

10. The College will maintain library and information facilities, sufficient in size, breadth of holdings, and information technology to support the program’s education and other missions.
KPI: Establish information and research resources to faculty, staff and students
KPI: Create an in-service program to present academic and professional programs as needed

**Student Affairs**

**2014-2015**

1. Assure appropriate Administration for the KYCO office of Student Affairs
KPI: Complete hiring of Director of Student Affairs.

2. Work to recruit and retain highly motivated faculty and staff.
KPI: Review faculty and staff salary and benefits to ensure KYCO is amongst the most competitive amongst optometry schools.

3. Begin drafting a supplemental student handbook for KYCO.
KPI: Review the student handbook for University of Pikeville and the Kentucky College of Osteopathic Medicine to serve as an outline.
KPI: Review student handbooks from other optometry programs to ensure comprehensiveness.

**2015-2016**

1. Improve marketing of KYCO’s mission and identity among its prospective applicants and supporters.
KPI: Create KYCO’s print materials that include KYCO Admissions Brochures.
KPI: Produce a new video that showcases the optometry school’s new identity as the Kentucky College of Optometry (KYCO), the new health professions building, new programs, etc.
KPI : Continue efforts to improve KYCO’s online presence via the UPIKE website and social media.

2. Promote KYCO’s mission by targeting KY residents for admission.
   KPI : Hold recruitment programs and/or exhibits at 2015 KOA annual meeting.
   KPI : Conduct recruitment visits to at least ten KY colleges and universities.
   KPI : Identify additional sources of financial support to benefit KYCO 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.

3. Improve KYCO Student Affairs operations.
   KPI : Add a staff position in FY2016 that focuses on KYCO student programs and services.
   KPI : Add a staff position in FY2016 that focuses on KYCO student recruitment.

4. Improve policies and procedures.
   KPI : Continue to draft and revise KYCO student handbook to improve clarity of policies and provide additional information.

2016-2017

1. Enhance recruiting by continuing to improve marketing of KYCO’s mission and identity among its prospective applicants and supporters.
   KPI : Regularly update and increase KYCO's online presence via the UPIKE website and social media.
   KPI : Produce a new video emphasizing "Why KYCO?" and highlighting the college's unique appeal that will entail advanced optometric medical techniques, education and training.

2. Improve KYCO Student Affairs operations.
   KPI : Add a staff position in FY2017 that focuses on KYCO student programs and services.
   KPI : Work with IT to enable Student Affairs staff members to use Ellucian functions to more systematically and productively to access KYCO 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 KYCO students to access Student Affairs services via Web Advisor to include financial aid award letters, verification of enrollment, and unofficial transcripts.

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

4. Promote academic success and personal well-being of KYCO students.
KPI: Offer students and newly accepted students workshops to develop more effective study skills and to improve test-taking abilities.
KPI: Facilitate emotional and psychological well-being of students through referral to local psychologists approved by KYCO.

5. Promote the education and leadership development of students through student involvement in community outreach programs and student organizations
KPI: Work with KYCO Student Government Association’s (SGA) to get student body involved in local community outreach programs.
KPI: Coordinate events with KYCO students to collaborate in local outreach programs.
KPI: Support KYCO initiation of nationally recognized student organizations local chapters such as American Optometric Student Association (AOSA), National Optometric Student Association (NOSA), etc.

6. Provide appropriate support services for developmental students.
KPI: Work with faculty and staff to improve academic support services.
KPI: Provide tutoring in sessions designated exclusively for developmental students.
KPI: Provide appropriate academic advising for developmental students.

**Vision Science Library (first class matriculates August 2016)**

2016-2017

1. Vision Science Library personnel provide instruction and employ a variety of learning platforms including classroom instruction, online tutorials, and one on one instruction.
KPI: Implement new instruction methods, particularly online and/or mobile options.
KPI: Expand in-person instruction programs as needed.

2. The Vision Science Library provides assistance and instruction via multiple access points and multiple technologies.
KPI: Research guides will be expanded to include in-depth information on new topics specific for Optometry.
KPI: Evaluate the use of virtual reference and Libguides. Make changes as necessary.

3. The Vision Science Library has an on-going process of collection evaluation to ensure access to current resources that support both Optometry faculty and student interests.
KPI: Evaluate, update, and weed the basic sciences collection.
KPI: Survey faculty and students to ascertain their resource needs.
KPI: Obtain Optometry faculty and student input when considering new databases.

4. Vision Science 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 Optometry students.
5. Vision Science 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 services.
KPI : Utilize social media to promote library resources and services.

6. The Vision Science Library provides up to date technology and workspace that is open
to all students, faculty, staff, and community users.
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.

7. The Vision Science Library collects use statistics, anecdotes, and survey responses that
demonstrate the effectiveness and use of the physical library and resources in all formats.
KPI : Statistics are collected and communicated to the Director of Library Services and
the Dean of the Optometry School.

VICE PRESIDENT for BUSINESS AFFAIRS and FINANCE

Budget Office

2014-2015

1. Achieve the outcome of greater accuracy in forecasting and less budget to actual deviation.
KPI : Develop the budget module to keep provide decision makers with the most complete
financial information available when considering programs and facilities.
KPI : Develop the budget module in Colleague or compatible budget program or software to
keep a current running balance for each account. A current balance will offer opportunity for
wiser spending decisions by departments and increased awareness of deviations between actual
spending and budget on individual objects within the cost centers. In addition, reporting would
have less room for error as copying and pasting to spreadsheets. Greater accuracy in reporting
offers better efficiency and effectiveness at budget forecasting.
KPI : Improve lines of communications with staff responsible for budgets that would be
beneficial to create a more timely correction of charges that have been placed under the wrong
account. It would also be beneficial to more accurately identify actual budget needs and if
whether an increase or decrease would lead to a more timely close of budget.
KPI : Take advantage of opportunities for continued education whether on site or web based.
Seminars and workshops offer great opportunity to benchmark with other colleges similar in size
and structure, giving a basis to measure performance on issues such as budget deviations and
accuracy of forecasting.
2015-2016

1. Achieve the outcome of greater accuracy in forecasting and less budget to actual deviation.
KPI: Develop the budget module to keep provide decision makers with the most complete financial information available when considering programs and facilities.
KPI: Develop the budget module in Colleague or compatible budget program or software to keep a current running balance for each account. A current balance will offer opportunity for wiser spending decisions by departments and increased awareness of deviations between actual spending and budget on individual objects within the cost centers. In addition, reporting would have less room for error as copying and pasting to spreadsheets. Greater accuracy in reporting offers better efficiency and effectiveness at budget forecasting.
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2016-2017

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KPI: Develop the budget module to keep provide decision makers with the most complete financial information available when considering programs and facilities.
KPI: Develop the budget module in Colleague or compatible budget program or software to keep a current running balance for each account. A current balance will offer opportunity for wiser spending decisions by departments and increased awareness of deviations between actual spending and budget on individual objects within the cost centers. In addition, reporting would have less room for error as copying and pasting to spreadsheets. Greater accuracy in reporting offers better efficiency and effectiveness at budget forecasting.
KPI: Improve lines of communications with staff responsible for budgets that would be beneficial to create a more timely correction of charges that have been placed under the wrong account. It would also be beneficial to more accurately identify actual budget needs and if whether an increase or decrease would lead to a more timely close of budget.
KPI: Take advantage of opportunities for continued education whether on site or web based. Seminars and workshops offer great opportunity to benchmark with other colleges similar in size and structure, giving a basis to measure performance on issues such as budget deviations and accuracy of forecasting.

Facilities and Property Management

2014-2015
1. Respond to the facility needs and opportunities that enhance the growth and changes in the University over the next three years for the college-level credit programs and student development programs and services.
KPI: Ensure proper budgeting, design, implementation and maintenance of the University renovations, facility eliminations and replacements, new construction, and infrastructure.
KPI: Ensure proper budgeting, design, implementation and maintenance of the University landscape [Key elements include plants, pedestrian walks, gathering spaces, seating arrangements, open spaces, special landscape features, contextual design elements, campus edge definition and character, and signage].
KPI: Sustain a positive sense of security and offering a comfortable environment that encourages learning [Key elements include exterior lighting, video surveillance cameras and digital recorders, and emergency notification capabilities].

2015-2016

1. Respond to the facility needs and opportunities that enhance the growth and changes in the University over the next three years for the college-level credit programs and student development programs and services.
KPI: Ensure proper budgeting, design, implementation and maintenance of the University renovations, facility eliminations and replacements, new construction, and infrastructure.
KPI: Ensure proper budgeting, design, implementation and maintenance of the University landscape [Key elements include plants, pedestrian walks, gathering spaces, seating arrangements, open spaces, special landscape features, contextual design elements, campus edge definition and character, and signage].
KPI: Sustain a positive sense of security and offering a comfortable environment that encourages learning [Key elements include exterior lighting, video surveillance cameras and digital recorders, and emergency notification capabilities].

2016-2017

1. Respond to the facility needs and opportunities that enhance the growth and changes in the University over the next three years for the college-level credit programs and student development programs and services.
KPI: Ensure proper budgeting, design, implementation and maintenance of the University renovations, facility eliminations and replacements, new construction, and infrastructure.
KPI: Ensure proper budgeting, design, implementation and maintenance of the University landscape [Key elements include plants, pedestrian walks, gathering spaces, seating arrangements, open spaces, special landscape features, contextual design elements, campus edge definition and character, and signage].
KPI: Sustain a positive sense of security and offering a comfortable environment that encourages learning [Key elements include exterior lighting, video surveillance cameras and digital recorders, and emergency notification capabilities].

Human Resources
2014-2015

1. Attract and retain distinguished faculty, staff, and administrators who are dedicated to meeting the individual needs of students, promoting a caring and supportive environment conducive to learning, and meeting the needs of our growing University.
KPI: Refine roles and processes within the Human Resources Department to position the department for future growth by maximizing the use of technology along with workflow review and redesign to improve efficiency, and effectiveness while simultaneously providing world class customer service to our university community.
KPI: Develop and implement initiatives and programs that improve employee engagement, retention and satisfaction.
KPI: Maximize the professional development opportunities for HR Staff by encouraging engagement in community thereby increasing promotion of the University, community and region along with professional certification opportunities.
KPI: Continuously monitor and ensure compliance with ongoing changes to laws and regulations that impact the University’s policies and procedures.
KPI: Be the voice of the employees (advocate) to the administration for employee concerns and issues.

2015-2016

1. Attract and retain distinguished faculty, staff, and administrators who are dedicated to meeting the individual needs of students, promoting a caring and supportive environment conducive to learning, and meeting the needs of our growing University.
KPI: Fully staff the Kentucky School of Optometry so that the school is prepared to receive its first class July 2016.
KPI: Conduct a top down Organizational Structure Review with key leadership to focus on the elimination of unnecessary duplication of effort for efficiency and the consolidation of like functions within the One UPIKE Model.
KPI: Continuously review and assess employee benefits program to ensure that the university is maximizing return on its investment while simultaneously providing our employees with the most effective and innovative benefits program possible.
KPI: Develop and implement a new employee evaluation program.

2016-2017

1. Attract and retain distinguished faculty, staff, and administrators who are dedicated to meeting the individual needs of students, promoting a caring and supportive environment conducive to learning, and meeting the needs of our growing University.
KPI: Develop and implement a vibrant effective leadership/management training program for first line supervisors to help maximize their effectiveness.
KPI: Review/Revise Administrative Personnel Handbook to ensure policy compliance with current legal changes.
KPI: Conduct compensation review.
KPI : Continue to monitor compliance and training requirements for Title IX.

Information and Technology Services

2014-2015

1. Support the faculty, staff and students in pursuit of the institutional priorities by (1) implement software that will provide the online services our students expect while helping the faculty and staff use the system to work most efficiently; and (2) provide the structure for data to flow around campus and to the outside world to support the online and health related learning opportunities provided by the University.

KPI : Implement Cloud based student email (Office 365) by December 31, 2014.
KPI : Build a custom online student application for prospect use and import data into Colleague by January 31, 2015.
KPI : AMP (KYCOM Admissions software) installation completed by June 30, 2015.
KPI : Implement the Colleague Portal with three departments (Registrar’s Office, Business Office and Human Resources by March 1, 2015.
KPI : Complete the Colleague Student Self Service implementation by June 30, 2015.
KPI : Implement Spiceworks for Physical Plant to track work orders and project funds by February 28, 2015.
KPI : Assist Business Office with the restructure of the general ledger by February 28, 2015.
KPI : Evaluate and implement technologies in support of the Master Plan by June 30, 2015.

2015-2016

1. Support the faculty, staff and students in pursuit of the institutional priorities by (1) implement software that will provide the online services our students expect while helping the faculty and staff use the system to work most efficiently; and (2) provide the structure for data to flow around campus and to the outside world to support the online and health related learning opportunities provided by the University.

KPI : Prepare Kentucky College of Optometry building for occupation, use and support of expanded and new specialty systems by June 30, 2016.
KPI : Expand network to the Kentucky College of Optometry building by June 30, 2016.
KPI : Online Student Application (administrator’s panel for management and reporting) completed by July 31, 2015.
KPI : Enhance Colleague reporting with new technologies by June 30, 2016.
KPI : Have a standard server implementation (virtualized and on latest OS where certified) by June 30, 2016.
KPI : Begin upgrade to latest WiFi Standards by June 30, 2016.
KPI : Evaluate and implement technologies in support of the Master Plan by June 30, 2016.
2016-2017

1. Support the faculty, staff and students in pursuit of the institutional priorities by (1) implement software that will provide the online services our students expect while helping the faculty and staff use the system to work most efficiently; and (2) provide the structure for data to flow around campus and to the outside world to support the online and health related learning opportunities provided by the University.

KPI : Evaluate feasibility of cloud based disaster recovery system by June 30, 2017.
KPI : Perform a network and server audit for HIPPA compliancy by June 30, 2017.
KPI : Complete data usage audit for the Admissions by June 30, 2017.
KPI : Evaluate and implement technologies in support of the Master Plan by June 30, 2017.

DEAN for STUDENT SERVICES

Residence Life

2014-2015

1. Enhance the residence life on-campus student experience for traditional and non-traditional students.
A. Central Office: Equip the Office of Student Services to better serve students.
KPI : Ensure that each staff member in Student Services is cross trained for retaining staff and succession planning.
KPI : Utilize Colleague in Ellucian to make data driven decisions, and less dependence on manual processes for efficient and effective administrative services.
KPI : Develop for fall 2015 the Housing Administrator thru UPIKE IT which will allow students to select their room and submit their housing application online.

B. Resident Assistant Position: Equip the Resident Assistants to assist students and help in dealing with crisis situations.
KPI : Develop a one semester Resident Assistant course to cover the job function and purpose of serving as a Resident Assistant to begin in fall 2015.
KPI : Revamp the Resident Assistant position to include working in the student lounge and student services as part of the job responsibility beginning fall 2015.

C. Programming: Enhance student learning in the residence halls by providing holistic programming for traditional and non-traditional students.
KPI : Require each Resident Assistant to sponsor or attend with their residents at least 3 programs per semester.
KPI : Budget money for social and educational programming to occur in the residence halls for traditional and non-traditional students.

D. Facilities: Continue to maintain and improve residence hall facilities.
KPI: Provide Facilities with a summer housing plan/schedule for addressing maintenance concerns, safety hazards and renovations by March of each year.
KPI: Resident Assistants will continuously provide weekend reports to update Student Services staff of all maintenance and behavioral issues in the residence halls.
KPI: Replace furniture in all common areas of the residence hall by spring 2015.
KPI: Install new laundry services for each residence hall, Hoops and soccer gymnasiums in spring 2015.
KPI: Conduct routine safety inspections with Public Safety to ensure safe and clean facilities.
KPI: Hire new Housing Operations Supervisor to manage the daily operations and to supervise the Hall Directors in spring 2015.

2015-2016

1. Enhance the residence life on-campus student experience for traditional and non-traditional students.
   A. Central Office: Equip the Office of Student Services to better serve students.
      KPI: Ensure that each staff member in Student Services is cross trained for retaining staff and succession planning.
      KPI: Utilize Colleague in Ellucian to make data driven decisions, and less dependence on manual processes for efficient and effective administrative services.
      KPI: Implement in fall 2015 the Housing Administrator thru UPIKE IT which will allow students to select their room and submit their housing application online.

   B. Resident Assistant Position: Equip the Resident Assistants to assist students and help in dealing with crisis situations.
      KPI: Implement a one semester Resident Assistant course to cover the job function and purpose of serving as a Resident Assistant to begin in fall 2015.
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   D. Facilities: Continue to maintain and improve residence hall facilities.
      KPI: Provide Facilities with a summer housing plan/schedule for addressing maintenance concerns, safety hazards and renovations by March of each year.
      KPI: Resident Assistants will continuously provide weekend reports to update Student Services staff of all maintenance and behavioral issues in the residence halls.
      KPI: Conduct routine safety inspections with Public Safety to ensure safe and clean facilities.

2016-2017
1. Enhance the residence life on-campus student experience for traditional and non-traditional students.
   A. **Central Office**: Equip the Office of Student Services to better serve students.
      KPI: Ensure that each staff member in Student Services is cross trained for retaining staff and succession planning.
      KPI: Utilize Colleague in Ellucian to make data driven decisions, and less dependence on manual processes for efficient and effective administrative services.

   B. **Programming**: Enhance student learning in the residence halls by providing holistic programming for traditional and non-traditional students.
      KPI: Require each Resident Assistant to sponsor or attend with their residents at least 3 programs per semester.
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      KPI: Provide Facilities with a summer housing plan/schedule for addressing maintenance concerns, safety hazards and renovations by March of each year.
      KPI: Resident Assistants will continuously provide weekend reports to update Student Services staff of all maintenance and behavioral issues in the residence halls.
      KPI: Conduct routine safety inspections with Public Safety to ensure safe and clean facilities.

**Student Activities**

**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 that is equipped to lead a diverse student body.
   KPI: Vote on the amendments and changes to the SGA constitution.
   KPI: Implement online voting.
   KPI: Create a new branding including logo, apparel, Facebook and Twitter presence.
   KPI: Utilize a shared drive to save all electronic documentation.
   KPI: Promote the SGA office to be a working usable space where SGA can hold office hours and committee meetings.
   KPI: Form student lead initiatives and ran committees.
   KPI: Offer a funding grant to other student organizations who are hosting events.
   KPI: Form an inter SGA Council with KYCOM and the optometry school as to promote one UPIKE and shared leadership to address the needs and concerns of one student body.

2. Promote the learning and development of students involved in Greek Life, clubs or organizations.
KPI: Maintain an Inter Greek-Council that will be responsible for creating and maintaining a system for all Greek Life organizations to follow including collaboration on events, determining common values, and mandatory chapter meeting topics.
KPI: Continue to track the interests and growth in numbers within Greek Life, clubs and organizations.
KPI: Implement Greek Week with the Greek Week chair and committee.
KPI: Add a “campus due” to each Greek chapter so that Greek Life has a budgeted account to host events that are campus wide and sponsored by Greek Life.
KPI: Supervise the two sororities and two fraternities and have them complete a report on philanthropic involvement, meeting progress, budgetary concerns, academic and social success.
KPI: Begin determining the feasibility of bringing more chapters onto campus or working towards national recognition.
KPI: Grow the number of student clubs and organizations available to students at the University of Pikeville as well as their advisor, membership, and meeting times.
KPI: Monitor membership statistics and grade point averages to achieve academic excellence by chapter and community to improve and maintain academic success.

3. Provide diverse opportunities outside of the classroom to promote student engagement and enrichment for traditional and non-traditional students.
KPI: Coordinate performances by APCA or contracted performers through the 2014-2015 semesters.
KPI: Coordinate student activities, large or small, weekly to keep students active in student life.
KPI: Partner with Student Success department to supplement student activities.
KPI: Promote student activities that run parallel to University athletic events.
KPI: Grow the number of student clubs and organizations and advisors available to support a diverse student body with differing social needs and interests.
KPI: Develop a Homecoming Committee as one UPIKE responsible for all aspects of planning Homecoming for the student experience.
KPI: Utilize the University master calendar for scheduling campus wide programs and provide monthly updates thru the Office of Advancement in support of One UPIKE.

4. Enhance the students’ capacity to lead thru training, development and certification.
KPI: Develop a timeline to amend and vote on changes to the SGA constitution by the end of spring 2015.
KPI: Offer between two to three leadership development / round table workshops on leadership development by the end of the spring 2015.
KPI: SGA will attend a minimum of one national or regional conference on an annual basis.
KPI: SGA will maintain and establish membership with a national student government organization for networking, aligning efforts, and consultation purposes.
KPI: Coordinate a leadership retreat for incoming SGA Executive Leaders prior to the start prior to the start of fall 2015.
KPI: Offer an annual end of the year ceremony to reward student leaders to occur in April.
KPI: Recruit and hire a new Director for Student Leadership and Engagement in spring 2015.
KPI: Develop a manual for the Judicial Board by summer 2015 to maintain consistency and to avoid legal challenges.
KPI: Revise and approve (via legal counsel) all changes to the Undergraduate Student Handbook to be implemented by summer 2015 for legal and regulatory purposes. 

KPI: Develop PowerPoint by summer 2015 for training new advisors.

2015-2016

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 that is equipped to lead a diverse student body.
KPI: Utilize a shared drive to save all electronic documentation.
KPI: Promote the SGA office to be a working usable space where SGA can hold office hours and committee meetings.
KPI: Form student lead initiatives and ran committees.
KPI: Offer a funding grant to other student organizations who are hosting events.
KPI: Form an inter SGA Council with KYCOM and the optometry school as to promote one UPIKE and shared leadership to address the needs and concerns of one student body.

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KPI : Offer an annual end of the year ceremony to reward student leaders to occur in April.
KPI: Update PowerPoint by summer 2016 for training new advisors.

2016-2017

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KPI: SGA will maintain and establish membership with a national student government
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KPI: Coordinate a leadership retreat for incoming SGA Executive Leaders prior to the start prior
to the start of fall 2017.
KPI: Offer an annual end of the year ceremony to reward student leaders to occur in April.
KPI: Update PowerPoint by summer 2017 for training new advisors.

SOAR (New Student Orientation)

2014-2015

1. Continued a required summer orientation program (SOAR) that will help promote student
retention and address transitional issues and needs for all students new to the institution and their
families.
KPI: Set dates for 2015 SOAR by November 2014 without overlapping with national testing
dates.
KPI: Attend a National Orientation Director’s Association conference to learn current trends and
best practices for small schools and one day orientation programs.
KPI: By February 2015, hire a staff of ten students to serve as SOAR leaders.
KPI: Redevelop and implement the SOAR program by June 2015.
KPI: By June 2015, train SOAR leaders with a shorten schedule because additional meetings
will occur throughout the spring semester.
KPI: Take the SOAR leaders off campus for a retreat to learn and bond from and with each
other and as a team.
KPI: Hire an intern from the National Orientation Director’s Association process.

2015-2016 (program to be facilitated by Enrollment Management)

2016-2017 (program to be facilitated by Enrollment Management)
Freshmen Transition Programs

2014-2015

1. Prepare first year students for the UPIKE experience by exposing them to the traditions, expectations and experiences of the university by partnering with qualified faculty.
KPI : Create new curriculum with freedom for faculty to make the FS 100 course experience their own.
KPI : Organize a shared drive for faculty to have access to all created lesson plans and activities.
KPI : Work with library staff to update the library review and assessment of it.
KPI : Develop a committee to determine the first year common reading book.
KPI : Visit the idea of partnering with other department to utilize the common reading book by meeting with appropriate parties.

2015-2016 (program to be facilitated by Office of Student Success)

2016-2017 (program to be facilitated by Office of Student Success)

Career Center

2014-2015

1. Create a career counseling and placement position/office for quality assurance and expected employment purposes.
KPI : Budget a Director of Career Counseling and Placement to begin in fall 2015 to assist students and alumni up to one year in job seeking skills, internships, and graduate school acceptance.

2015-2016

1. Create a career counseling and placement position/office for quality assurance and expected employment purposes.
KPI : Assist 40% of graduating seniors and 10% of Class 2015 alumni in job seeking skills, internships, and graduate school acceptance.

2016-2017

1. Create a career counseling and placement position/office for quality assurance and expected employment purposes.
KPI : Assist 50% of graduating seniors and 20% of Class 2015 alumni in job seeking skills, internships, and graduate school acceptance.

Spiritual Life

2014-2015
1. Provide opportunities to enhance spiritual growth on campus.
KPI: Implement culturally relevant and appropriate worship experiences for particularly but not limited to African American students as a result to the changing demographics of the student population.
KPI: Implement bi-monthly service projects in surrounding areas.
KPI: Implement intentional leadership development of spiritual leadership through the use of a retreat.
KPI: Host Religions Emphasis Week in November 2014 with focus on missions or interreligious dialogue with a special emphasis on Buddhism and Compassionate living
KPI: Create community based partnerships for service learning, and increase experiential learning, humanitarian efforts, global outreach through spiritual life.
KPI: Implement at least one small group or worship service located at UPIKE south as well as small groups in the residence halls as a part of the 737 service on the UPIKE campus.
KPI: Budget the hiring of a full time chaplain for KYCOM / Professional Graduate Studies as a result of increased enrollment.

2015-2016

1. Provide opportunities to enhance spiritual growth on campus.
KPI: Implement culturally relevant and appropriate worship experiences for particularly but not limited to African American students as a result to the changing demographics of the student population.
KPI: Implement bi-monthly service projects in surrounding areas.
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KPI: Implement at least one small group or worship service located at UPIKE south as well as small groups in the residence halls as a part of the 737 service on the UPIKE campus.
KPI: Hire a full time chaplain for KYCOM/ Professional Graduate Studies.

2016-2017

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KPI: Implement culturally relevant and appropriate worship experiences for particularly but not limited to African American students as a result to the changing demographics of the student population.
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Health Services

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 fall 2014 and spring 2015 semesters.
KPI: With assistance of the Pike County Health Department, provided 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 and, 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 the Pike County Health Department to educate on community/campus problems such as obesity, alcohol and drug abuse.
KPI: Provide dental assistance/referrals for students, faculty, and staff through the dental program at the Pike County Health Department.
KPI: Provide and schedule appropriate referrals to clinics/physicians for conditions that require further evaluation and treatment.
KPI: Get involved and promote monthly awareness issues such as child abuse prevention month, cardiovascular month, AIDS prevention and testing week and many more.
KPI: Provide classes/education on safe practices, STI prevention and ways to stay healthy.

2015-2016

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KPI: Provide a nurse’s station to be open 37.5 hours per week during fall 2015 and spring 2016 semesters.
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Public Safety

2014-2015

1. Maintain safety and a safe environment.
KPI: All fire extinguishers will be inspected monthly by the campus police department and annually by an outside firm to ensure their satisfactory state.
KPI: Four fire drills in each building will be held annually to comply with the Michael Minger Act.
KPI: Annual crime and fire reports to the Federal and State Government will be submitted on time to comply with the Michael Minger Act and the Jennean Cleary Act.

2. Provide training for Public Safety officers at free or at a reduced price to help reduce the possibility of litigation due to lack of training.
KPI: Explore the possibility of including UPIKE Public Safety officers in the training offered by the DOCJT.
KPI: Continue the Police One training program.
KPI: Contact local agencies to ascertain if the agency offers training to outside departments.
KPI: Participate in the Campus Crime Prevention Officer Training hosted by AICKU for Private College and Universities.
3. Provide programs to further assimilate students into campus life and incorporate Public Safety officers into student well-being programs.
KPI : Have an Officer paired with a Residence Hall. The officer will be at the resident hall for at least 1 hour of his/her shift to talk with students.
KPI : Continue the Internship program for students wanting to enter the field of criminal justice.
KPI : Continue and expand the R.A.D. program to all female students. Also expand the program to provide training to the male students on campus.
KPI : Provide information to the freshmen students at the first year studies class.

2015-2016

1. Maintain safety and a safe environment.
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Student Services

Testing

2014-2015

1. Provide testing program coordination to insure that UPIKE students and applicants along with community and area residents have convenient access to their testing needs.
KPI: Provide support for National testing administrations and supervisor.
KPI: Develop and publish testing schedule and reserve adequate facilities, for each test administration (CLEP, Residual AVT and senior exit exams) prior to July. Enlist and train adequate staff for each administration prior to scheduled date.
KPI: Collaborate with UPIKE Office of Public Relations to promote the new CLEP testing center through a variety of media outlets in SE Kentucky, Southern West Virginia and Western Virginia beginning later summer.
KPI: Collaborate with COBB and SKCC to disseminate data to area stakeholders identified as supportive of the establishment of a full service testing center in Pikeville.
KPI: Stay abreast of best practices in test administration through networking with others in the testing field and attending KATAC and NCTA conferences in 2015.

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2016-2017

1. Provide testing program coordination to insure that UPIKE students and applicants along with community and area residents have convenient access to their testing needs.

KPI : Provide support for National testing administrations and supervisor.

KPI : Develop and publish testing schedule and reserve adequate facilities, for each test administration (CLEP, Residual AVT and senior exit exams) prior to July. Enlist and train adequate staff for each administration prior to scheduled date.

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

KPI : Collaborate with COBB and SKCC to disseminate data to area stakeholders identified as supportive of the establishment of a full service testing center in Pikeville.

KPI : Stay abreast of best practices in test administration through networking with others in the testing field and attending KATAC and NCTA conferences in 2017.

Disability Services

2014-2015

1. Provide leadership and coordination of accommodations for Students with Disabilities enrolled at UPIKE and remain in compliance with all regulations.

KPI : Provide guidance to faculty, staff and the community concerning disability disclosure and access to accommodations on our campus.

KPI : Act a liaison for disabled students with faculty, staff and administration as well as outside agencies to protect and advocate for the rights of students.

KPI : Collaborate with ACE, Student Financial Services, and Student Success to secure proctoring assistance with test accommodations as requested and scheduled.

KPI : Stay abreast of changes to the ADA/504 law and its application through professional development opportunities and networking with others in the disability field through association with KY AHEAD, International AHEAD and Kentucky ADA Task Force in 2015.

KPI : Expand outreach to school counselors and special educational personnel throughout Floyd and Letcher Counties to promote smooth transitioning of Students with Disabilities into post-secondary institution in spring 2015.

2015-2016
1. Provide leadership and coordination of accommodations for Students with Disabilities enrolled at UPIKE and remain in compliance with all regulations.
KPI: Provide guidance to faculty, staff and the community concerning disability disclosure and access to accommodations on our campus.
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2016-2017

1. Provide leadership and coordination of accommodations for Students with Disabilities enrolled at UPIKE and remain in compliance with all regulations.
KPI: Provide guidance to faculty, staff and the community concerning disability disclosure and access to accommodations on our campus.
KPI: Act a liaison for disabled students with faculty, staff and administration as well as outside agencies to protect and advocate for the rights of students.
KPI: Collaborate with ACE, Student Financial Services, and Student Success to secure proctoring assistance with test accommodations as requested and scheduled.
KPI: Stay abreast of changes to the ADA/504 law and its application through professional development opportunities and networking with others in the disability field through association with KY AHEAD, International AHEAD and Kentucky ADA Task Force in 2017.
KPI: Expand outreach to school counselors and special educational personnel throughout Floyd and Letcher Counties to promote smooth transitioning of Students with Disabilities into post-secondary institution in spring 2017.

Veterans Services

2014-2015

1. Provide coordination for the certifying of educational benefits for qualified Veterans and Dependents attending UPIKE, and remain in compliance with all regulations.
KPI: Collaborate with Academic Affairs, Student Financial Services and the Business Office to certify VA students within two weeks of the beginning of each semester, and as needed throughout the academic year.
KPI: Assist veterans and their dependents in the application process and forward applicable documents to the Regional Office of Veterans Affairs in Saint Louis, Missouri within one week of receipt.

KPI: Stay abreast of changes to VA law by attending Statewide VA Updates as scheduled by the Office of Veterans Affairs or the KY State Approving Agency and attending the AVECO annual conference in 2015.

KPI: Collaborate with the Chaplain to develop programming options for Veterans in 2015.

2015-2016

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KPI: Collaborate with the Chaplain to develop programming options for Veterans in 2017.

ACE Program

2014-2015
1. Provide support and services designed to increase the retention and graduation rates of 160 low-income, first generation, and/or disabled traditional and non-traditional full-time 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: 15% of ACE participants (32 students) will participate in local community and cultural events.

2015-2016

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KPI: 15% of ACE participants (32 students) will participate in local community and cultural events.

**Upward Bound**

**2014-2015**

1. Provide fundamental support to participants in their preparation for college entrance throughout high schools within our region.
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 of stat 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 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 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.
KPI: In addition to academic support, instill in participants the importance of community involvement through continued participation in events such as: Austin Awareness Walk, community clean up campaigns, and professional mentoring programs.
KPI: Provide participants experience with new technologies and learning venues. These opportunities include utilizing web-based programs such as Kaplan, an online ACT preparation program. Participants will also use Khan Academy, a tutoring website that provides an extensive collection of math and science tutorials and diagnostic testing. The project also enrolls Bridge participants in online courses provided by the university.
KPI: Provide exposure conducive to continuing educational pursuits in the health professions through experiential/lab-based science classes, encouraging participation in the university’s PEEP program, and arranging work study positions for our participants at Pikeville Medical Center.

**2015-2016**
1. Provide fundamental support to participants in their preparation for college entrance throughout high schools within our region.

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 of state assessments in reading/language arts and math.

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KPI: Provide exposure conducive to continuing educational pursuits in the health professions through experiential/lab-based science classes, encouraging participation in the university’s PEP program, and arranging work study positions for our participants at Pikeville Medical Center.

2016-2017

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VICE PRESIDENT for ENROLLMENT MANAGEMENT

Admissions, Financial Aid, Student Success

2014-2015

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 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 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, Trustees and Commonwealth.

4. Evaluate the effectiveness of Transfer Coordinator position.
KPI : Maintain the number of transfer students, 125 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. Enhance recruitment strategies with technology based recruiting methods.
KPI : Develop web based social networking sites.
KPI : Analyze data from incoming freshmen Admitted Student Survey to evaluate effectiveness of new recruitment strategies.

2015-2016

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VICE PRESIDENT for ADVANCEMENT

Development

Alumni Relations