## Institutional Support Services

<table>
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<th>Institutional Goal</th>
<th>Unit Goals</th>
<th>Means of Assessment &amp; Criteria for Success</th>
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| **Goal III** ... Providing administrative services that support teaching and learning. | Create an atmosphere conducive to student success by providing safe, secure and comfortable physical surroundings. | - Student opinion survey  
- Section 4  
- Questions #18, 22 & 32  
- # of meetings w/parents, students & law enforcement  
- Staff training | #18 = 80% Success rate  
#22 = 80% Success rate  
#32 = 80% Success rate  
20 positive baseline  
75% attendance @ scheduled training | | |
| **Unit Mission** | Maintain a capital improvement program based upon the College Master Plan to provide an infrastructure to take the college to the next level of technology. | - Student opinion survey  
- Questions #23 – 29, Section 4  
- Staff training | 80% Success rate  
75% Attendance @ scheduled training | |