



2007-2008

**Institutional Goals, Thematic (priority) Areas, Strategic Indicators
and Targeted Areas:**

Key areas of emphasis are established as major directions for a five-year period and to assist in aligning resource allocation with institutional priorities. The goals, strategic indicators and targeted areas are outlined below:

Thematic (priority) Areas

1. Instruction
2. Student Services
3. Faculty and Staff
4. Finances, Facilities and Technology
5. Community Education

Goal 1: To develop an exemplary and world class instructional program.

- A. Curriculum enhancements
- B. Conduct discipline-specific and general outcomes assessments.
- C. Enhanced student learning outcomes
- D. Effective and efficient distance learning opportunities

Targeted Actions:

1. Create the Center for Teaching Excellence and Learning
2. Provide for one-on-one instructional support inside and outside of the classroom
3. Provide for targeted training opportunities in instructional delivery, learning styles and technology use
4. Create a repository of academic assessment processes
5. Administer value-added assessment tests/surveys/other direct measures of assessment
6. Administer graduate satisfaction surveys
7. Administer employer questionnaires
8. Create or retrofit existing classrooms to accommodate varied learning styles as well as enhance accessibility

9. Increase funding for library acquisitions and facility upgrades
10. Expand electronic library capabilities

Goal 2: To maintain a comprehensive exemplary student services division.

- A. Informative, friendly and supportive services
- B. Effective and efficient academic advising
- C. Increased diversity
- D. Quality student activities implemented throughout both campuses
- E. Customer service strengthened
- F. Retention rates improved
- G. Improve student engagement and input

Targeted Actions:

1. Review student support service hours of operation.
2. Create the Student Persistence Through Assistance and Collaborative Efforts (SPACE) Laboratory
3. Offer additional collaborative and weekend programs
4. Provide a wider range of recreational activities
5. Increase student involvement in outdoor recreation as well as health and wellness programs
6. Expand intramurals program
7. Engage students in the planning process of student activities

Goal 3: To thoroughly integrate technology college-wide in instruction.

- A. Faculty trained to use a variety of technologies
- B. Immediate and continuous access to computing services
- C. Full integration of technologies throughout the curriculum
- D. State-of-the-art technologies for students, faculty and staff
- E. Technological connectivity of campuses

Targeted Actions:

1. Continue laptop computer initiative.
2. Continue desktop computer replacement program.
3. Continue to replace and/or upgrade computers in the laboratories.
4. Continue to upgrade campus infrastructure including but not limited to bandwidth, wireless capabilities, security and privacy protocols and voice over internet protocol.
5. Continue to utilize and support state-of-the-art technology initiatives.
6. Improve access to open laboratories.
7. Improve administrative computing and communication infrastructure.
8. Upgrade and/or expand administrative and student support services systems including but not limited to Blackboard, Tegrity, WEAVEonline, ACCESS, ACCUTRAC, etc.
9. Expand one-card usage.

10. Install information kiosks.
11. Pursue a paperless environment.
12. Pursue a 100% wireless campus

Goal 4: To be recognized as an institution that is fiscally responsible.

- A. Enhanced stewardship of resources
- B. Perfect audits
- C. Sound management procedures implemented continuously
- D. Open and ongoing dialogue with government agencies, public and private entities to enhance College initiatives.

Targeted Actions

1. Maintain financial reserves as mandated by the Department of Postsecondary Education
2. Maintain good internal controls
3. Improve electronic data management solutions

Goal 5: To maintain facilities on both campuses that are appropriate for educational programs and administrative services.

- A. Operational residence hall
- B. Expanded recreational complex
- C. Enhanced and well-maintained facilities and grounds
- D. Clean, safe and accessible environment

Targeted Actions

1. Enhance physical plant through enhancement of the Facilities Master Plan to include all campuses.
2. Renovate Leon Kennedy Student Center.
3. Update classrooms
4. Dispose of or remove dated/unused equipment and furniture from classrooms and offices
5. Create a one-stop student services area.
6. Renovate Arthur Shores Fine Arts Building
7. Improve HVAC systems
8. Improve campus signage
9. Strengthen proactive safety and security measures
10. Increase visibility and access of Campus Police
11. Improve lighting of facilities
12. Improve student bathrooms

Goal 6: To enhance the faculty and staff development program.

- A. Increased degree attainment
- B. Increased diversity
- C. Utilization of consultants
- D. Strengthened customer service
- E. Effective use of technology to impact management
- F. Effective on-going, integrated planning and evaluation process

Targeted Actions:

1. Continue computer-based training technology
2. Establish the Center for Teaching and Learning Excellence (C-TEL)
3. Encourage and reward personal initiative to refresh/acquire job-related qualifications, knowledge and abilities
4. Publicize information about faculty initiatives
5. Create avenues to promote professional development opportunities
6. Infuse incentive based recognition opportunities that promote professional development

Goal 7: To maintain a model program for economic development and workforce training.

- A. Provide business and workforce training
- B. Customized training developed and implemented

Targeted Actions:

1. Develop lifelong learning opportunities through community education.
2. Pursue partnerships promoting economic development.

Goal 8: To include the community as part of the college.

- A. Lifelong learning and enrichment opportunities
- B. Increased community ownership

Targeted Actions:

1. Provide programs and activities that involve the community.
2. Maximize cultural, political and economic strengths.
3. Integrate and coordinate efforts for communication, outreach, and collaboration with local K-12 school districts.
4. Build and maintain collaborative relationships with local, state, and national governmental and community leaders