COLLEGE STRATEGIC GOALS

1. Offer quality educational and training programs designed to meet the needs of a diverse student population which are responsive to the changing educational and training needs of the College’s service area.

2. Provide comprehensive student support services with an emphasis on access and a focus on student success.

3. Provide a quality environment with the necessary infrastructure, equipment, and learning resources to support the Mission of the College.

4. Serve as a prominent educational and training resource in the economic development of the College’s service area.

5. Contribute to Cleveland County’s quality of life by promoting lifelong learning.
ACADEMIC PROGRAMS – PURPOSE AND GOALS

Academic Programs prepares students for success in an increasingly technological and culturally diverse society by providing student-centered programs of study in an array of programs leading to associate degrees, diplomas, and certificates. Academic Programs promotes and participates in partnerships with business and industry; school districts; colleges and universities; community organizations; and, other entities.

Goals:

1. Deliver effective instruction and programs.
2. Provide faculty and staff professional development.
3. Establish and maintain College/community partnerships in order to improve and expand services to students and the community.

Objectives:

1. Each year, 85% of survey respondents report satisfaction with the level of instruction delivered.
2. Each year, each discipline and/or division meets with their Program Advisory Committee.
3. Each discipline/degree conducts a program review or the One-Year Follow-up Report per the published four-year program review schedule.
4. Each year, full-time faculty members participate in a minimum of 10 hours of professional development.
5. Each year, adjunct faculty members are invited to participate in College-sponsored professional development opportunities.

STUDENT SERVICES – PURPOSE AND GOALS

Student Services fosters student success and provides comprehensive services dedicated to enhancing the college experience. Student Services provides quality services in an atmosphere focused on student engagement and retention including enrollment, academic, and student support.

Goals:

1. Provide student support services designed to increase intellectual development, academic success, and goal completion.
2. Provide students with a comprehensive orientation to the College – its mission, programs, resources, and services.
3. Provide services and opportunities that facilitate student development and engagement in the campus community.
4. Provide advising and counseling services that offer resources, information, and support necessary for student success.

5. Establish and maintain community/College partnerships by providing services and opportunities that facilitate community involvement and cultural enrichment.

Objectives:

1. Each year, offer a minimum of 10 events to foster college transfer awareness, decision-making, and student success.

2. Each year, 75% of survey respondents will indicate satisfaction with orientation.

3. Each year, 75% of survey respondents will indicate satisfaction with support services provided by Student Services and the Student Success Center.

4. Each year, offer a minimum of 15 opportunities for student participation in campus and community events.

5. Each year, 75% of survey respondents will indicate awareness of support services provided by Student Services and the Student Success Center.

6. Each year, offer a minimum of five events fostering community and college partnerships.

CONTINUING EDUCATION – PURPOSE AND GOALS

Continuing Education, in partnership with business and industry and community agencies, strengthens the economic, civic, and cultural life in Cleveland County. Courses and programs are offered which meet the needs of adults including workforce development, economic development, basic skills and literacy education, and quality of life enhancement.

Goals:

1. Provide relevant and effective programs of instruction that support the workforce, industry, and cultural needs of the Cleveland Community College service area.

2. Create an awareness of Continuing Education training services and programs throughout our service area by developing and maintaining strategic community partnerships and consistent engagement in community events and activities.

3. Provide a friendly, efficient, and effective experience for all Continuing Education customers/students.
Objectives:

1. Each year, the staff of the Learning Center will evaluate instructional and program effectiveness by achieving the state defined goal for Basic Skills Progress.

2. Each year, the staff of the EMT program will evaluate instructional and program effectiveness by achieving the state defined goal for Licensure and Certification of first-time test takers.

3. Each year, Instructor/Course Evaluation survey results will be compiled from Occupational Extension, Corporate Training, and HRD courses offered that exceed 12 hours. The average of all respondents will exceed a rating of 3.5 out of 5.0.

4. Each year, Continuing Education staff will participate in a minimum of 48 events with local industry, community organizations, and partners to identify workforce and industry trends, understand community training needs, and promote current training services and programs.

FINANCE AND ADMINISTRATIVE SERVICES PURPOSE AND GOALS

Finance and Administrative Services supports and promotes learning through responsible management of financial resources and by providing a safe, healthy environment. Services include budget preparation, management, and accountability; expansion and maintenance of facilities, equipment, and instructional resources; auxiliary services; campus security; information infrastructure; human resources management; and, plant operations.

Goals:
1. Manage institutional funds efficiently and effectively.
2. Refine the Campus Master Plan.
3. Evaluate plant operations, auxiliary services, and campus security.
4. Promote human resource management policies and practices that maximize the recruitment, development, and retention of competent, dedicated employees.

Objectives:

1. Each year, receive an unqualified opinion from the financial auditor.
2. Every three years, the President’s Policy Council will review the Campus Master Plan and revise as necessary.
3. Each year, 75% of survey respondents indicate satisfaction with plant operations and auxiliary services.
4. Each year, 75% of survey respondents indicate satisfaction with campus security.
5. By end of the 2015 Academic year, a comprehensive orientation (documents, videos, etc.) will be available for Full-Time employees.
7. Each year, coordinate four staff development opportunities for faculty and staff.

GENERAL ADMINISTRATION – PURPOSE AND GOALS

General Administration, under the leadership and direction of the President, serves the College through coordinating all College functions with direct responsibility for planning, research, and resource development in fulfilling its mission of ensuring student and institutional success.

Goals:
1. Provide support to all areas in achieving their respective goals.
2. Identify and acquire human and fiscal resources to meet student needs.

Objectives:
1. Each year, evaluate instructional and program effectiveness of each area as measured by Performance Measures of the NCCCS and through the CCIPSS.
2. Each year, maintain an average student to faculty ratio of 20:1 to meet student needs.
3. The development office staff, in conjunction with the College Foundation, will continue payments per the payment schedule established by Cleveland County.
4. Each year, assist with a minimum of three grant applications to enhance programs and services to students.
5. Each year, expend 99% of unrestricted state and county funds.