Plan Outcomes

- Increase retention by a potential range of 9-13% over 5 years, after consultation with retention offices

- Establish and meet metrics for student achievement rates of goals (e.g., degree/certificate completion and transfer)

- Improve student and employee satisfaction surveys (e.g. Community College Survey of Student Engagement and climate surveys)

Goal 1:
Redesign the MCCC service-delivery model

DELIVERABLES

1.1 Migrate to a "one-stop shop" for students that includes student services and student success offices

1.2 Adopt cyclical campuswide student-first/service-delivery training

1.3 Define and publish departmental and positional roles w/public FAQ

1.4 Implement multiple accountability measures for attainment (post-SEM Works report)

1.5 Improve shared interdepartmental notes on students (discuss setup/access)

1.6 Adopt a new advising model based on best practices that
- Is intrusive
- Incorporates plans of study
- Is developed by a cross-disciplinary team
- Is informed by input from all stakeholders

Goal 2:
Improve transparency and employee communication

DELIVERABLES

2.1 Design and implement a participatory shared governance framework based on CLARUS report recommendations

2.2 Integrate Responsible, Accountable, Consulted and Informed (RACI) model into decision making based on CLARUS report recommendations

2.3 Deliver regular report-outs on strategic plan including operational plans enumerated in 2.5 detailing progress by executive leadership with mandatory employee attendance in a town hall setting at least once a semester

2.4 Enhance onboarding and exiting procedures based on CLARUS report recommendations, including a feedback loop of exit interview information

2.5 Develop, publish, implement and assess effectiveness of operational plans

    2.5a Enrollment Management Plan

    2.5b Facilities Management Plan

    2.5c Campus Master Plan

    2.5d Crisis Management Plan

    2.5e Technology/IT Plan

    2.5f Workforce Development Plan

    2.5g Student Success Plan

    2.5h Academic Program Development Plan

Goal 3:
Expand opportunities for student success and advancement

DELIVERABLES

3.1 Expand and promote credit for prior learning (e.g., advanced placement)

3.2 Provide comprehensive career services as recommended by the SEM Works report

3.3 Create and institute a new model for student goal setting and completion tracking that includes:

- Developing and centralizing detailed sequential plans of study available for students for every degree offering
- Laddering certificates into degree programs

3.4 Develop policy and procedure regarding grants that address:

- Assessment of student impact
- Sustainability plans for high-impact student initiatives
- Management of grant activities (e.g. post-award management, implementation, budget, reporting)