Coconino Community College
2010 - 2011 Strategic Plan Progress
(93% total completion of year three tactics as of June 30, 2011)
(62% total completion of year three tactics as of December, 2010)

GROWTH & ETHICS
93% completion year three tactics

Goal One: By June 30, 2011, CCC will develop and establish sustainable funding options and optimize the utilization of existing resources by:

- Improving internal efficiencies
  a. Increased automation
  b. Upgrade system to Banner 8
  c. Attendance standards
  d. FA disbursement schedules
  e. Reorganize divisions/departments produced greater facilities utilization
  f. DOE/AZ compliance
- Strengthening the CCC Foundation
  a. Increased membership
  b. Created partnership between CCC & NAU Foundations
  c. Finalized telescope project
  d. Strengthened relationship with Flagstaff Medical Center
  e. USDA RUS and TRiO grants
- Developing new revenue streams
  a. Remodeling to better utilize facilities
  b. Reviewed weekend facilities utilization & changed course scheduling
  c. Adjusted course and service fees
  d. Legislative initiative (financial projections; public messaging)
- Enhancing recruitment and retention through innovative enrollment management strategies
  a. Standardized enrollment operational procedures for all campuses
  b. Dashboard created
  c. New student organizations/clubs formed
  d. Establishment of Student Center @ LT
  e. FA default prevention program
  f. PRIDE events
  g. Hosted Teen Job Fair
  h. TRiO
  i. Moved to on-line admission
  j. Scheduling process streamlined
  k. Academic program and course reviews

QUALITY
70% completion year three tactics

Goal Two: By June 30, 2011, CCC will improve the use of technology to enhance learning by:

- Strengthening technology infrastructure
  a. Developed student evaluation & survey tools
  b. Revised acceptable use policy
- Maximizing technology and facilities for learning
  a. Created daily laptop check-out program
  b. E-books into bookstore
  c. iPAD check-out program
  d. Cline Library laptop check-out program
  e. Constantly updating/upgrading hardware & software (Banner 8)
- Improving access to and delivery of distance learning
  a. Began implementation USDA RUS grant
  b. MOVI equipment pilot
- Enabling anytime, anywhere use of college technology services
  a. Live stream video
b. Provided remote access through Sharepoint environment

COMMUNITY 100% completion year three tactics

**Goal Three:** By June 30, 2011, CCC will build greater awareness of its services throughout the District and collaborate with community partners to promote the economic health and vitality of the County by:

- Strengthening current collaborations with NAU and pursue new ones
  - a. Grew CCC2NAU to 500+ students
  - b. Sharing faculty with NAU (i.e. Microbiology, supplemental instructors)
  - c. Dedicated Dev Math faculty for NAU needs
  - d. HAZMAT pickup
  - e. Modified parking passes
  - f. Reverse Transfer
  - g. Concurrent enrollment for Nursing students in NAU BSN

- Strengthening high school collaborations
  - a. Added Alternative Energy to CAVIAT training
  - b. Increased dual enrollment options

- Forming collaborations with outside entities
  - a. Goodwill/Safeway program
  - b. NACET
  - c. Navajo Nation – gaming
  - d. Hopi Nation – environmental quality
  - e. Supai – online courses
  - f. Gore – A & P
  - g. Alliance finance members and PR members meeting monthly
  - h. Service learning project with Camp Civitan (green house)
  - i. 4th Street Business Alliance
  - j. SAC-NET collaboration

- Increasing CCC’s visibility throughout the District
  - a. SMART campaign
  - b. Media plan created
  - c. Rotary Hunger Banquet
  - d. Veterans Services Career Fair
  - e. Lake Powell Concert Assoc
  - f. Page Public Library partnership
  - g. Page employees devote 1200+ hrs/yr to various community service projects
  - h. College-wide assessment of community involvement
  - i. Food Drive
  - j. Tornado relief
  - k. Viola Award nominations
  - l. CCL ROI piece
  - m. CCC videos
  - n. CCL direct mailer

- Developing ways to measure and understand the diverse learning needs of the County
  - a. HLC self-study Chapter 6
  - b. Northern Coconino County community survey
  - c. Williams facility utilization data
  - d. Core indicators/College dashboard
  - e. 2010 quality enhancement reports
  - f. Graduate Student Survey

- Developing a clear branding for CCC describing how the College uniquely meets the needs of the County
  - a. Series of UTube videos
  - b. Core values workshops for HLC visit
  - c. Core values water bottles & calendars for students
  - d. Bookstore added new CCC products
  - e. CCC penants
LEARNING

100% completion year three tactics

Goal Four: By June 30, 2011, CCC will incorporate more innovative strategies to enable achievement of individual learning goals by:

- Promoting and expanding post-secondary opportunities for high school students
  a. Page summer programs (i.e. Kids Kollege – CSI)
- Expanding non-credit offerings to better match opportunities present in the demographic profile of the County
  a. CCL Leadership Academy for National Park Service, Nestle-Purina
- Developing new and signature programs
  a. Northern AZ Reentry Program through Detention Center
  b. Reconfigured Dance degree into AFA to include fitness and nutrition
  c. Photovoltaic for national Park Service
  d. Weatherization & BPI
- Developing strategies to address the specific needs of distance learners
  a. Utilizing 3 year master course plan
  b. Fast Fridays
  c. MOVI
- Ensuring institutional quality
  a. Exceptional cooperation with regard to the self-study/accreditation process throughout College
  b. Created virtual resource room
  c. Various workshops and meetings presented with regard to self-study
  d. Implemented academic program and course reviews, retirements

PEOPLE & RESPECT

95% completion year three tactics

Goal Five: By June 30, 2011, CCC will establish a high quality workplace which values its employees and promotes a learner centered environment by:

- Establishing multiple paths for high quality internal customer service and appreciation
  a. Revamped new employee orientation
  b. “Getting Started” workshops on what employees need to know
  c. “Admin 101” quarterly workshops for employees to navigate through College processes
  d. “CARE” (communication, advocacy, respect, excellence) – employee customer service/diversity/core values training
  e. Remodeled LT FA and Registration area
  f. NeoGov application process
  g. Leadership Academy through CCL
  h. TLC work with locations, EDD, and HLC activities for employees and students
  i. Registration employees participated in customer service training and surveys
- Implementing an enhanced total compensation philosophy and plan which enhances recruitment and retention of quality employees
  a. Implement phase I of compensation plan to address compression & market issues
  b. Kept employee compensation whole
  c. Cafeteria plan
  d. On-line open enrollment
  e. 3 years of normalizing data on performance evaluation tool

SUSTAINABILITY

is woven throughout the tactical plans of the document
Coconino Community College
2008 - 2011 Strategic Plan Completion
(July – December, 2011)

Student Services (VH):
  a. Improve new student orientation
  b. Early intervention/alert

Quality Enhancement (LH):
  a. Complete self-study document
  b. Prepare & conduct visit
  c. Respond to HLC report

Advancement (RE/ST):
  a. Vendor donors
  b. Create and implement alumni program

IT (JT):
  a. Laptop lease-purchase student program
  b. Desktop upgrades
  c. Purchase USDA distance learning equipment
  d. Doc imaging (purchasing & accounts payable)
  e. Banner pop-up window
  f. RFP for learning management system

HR (TA):
  a. CARE program

Marketing/PR (ST):
  a. Marketing facilities rentals
  b. Advertizing in course schedules

Business Administrative Services (JV):
  a. Updating & prioritizing SFP
  b. Automation projects
  c. Work “green” sustainability plan
  d. Complete P & P re-writes
  e. Compliance requirements DOE/AZ/PCI
  f. Weekend utilization & scheduling
  g. Property tax initiative