Coconino Community College
2009-2010 Strategic Plan Progress

(96% total completion of year two tactics as of June 30, 2010)
(59% total completion of year two tactics as of December, 2009)

GROWTH & ETHICS  86% completion year two 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. Contract addendum with CWI
  b. Chart of accounts
  c. PTO
  d. Payroll change over

- Strengthening the CCC Foundation
  a. Completed in house research of alumni programs
  b. Hired Grant Writer/Coordinator
  c. Adopted Foundation Search software
  d. Increased number of endowed scholarships
  e. Continue to work with Northern Coconino County President’s Advisory Council regarding funding sources
  f. Increased unrestricted funds support via fee structure changes
  g. Secured SBDC program funding
  h. Expanded into an Advancement Office (Alumni, Development, Foundation, Grants)

- Developing new revenue streams
  a. Assess non-course fees and recommended changes
  b. Sold first ad in the course schedule
  c. Implemented Phase I of Facility Utilization Plan (i.e. remodeled LT building six, created additional science lab at LT, created Advancement Office Center, remodeled building one at LT into Student Center, remodeled LT ARR & FA area)
  d. Working with citizens of Williams to determine best use of CCC campus building.
  e. Coordinated ASL Interpretation for NAU’s SEP program

- Enhancing recruitment and retention through innovative enrollment management strategies
  a. Integrated FA planning and estimates with recruiting efforts (i.e. FAFSA days at high schools)
  b. Recommended FACTS tuition prepayment plan
  c. Extended SEOG (smaller amounts to more students)
  d. Stronger partnership with the Foundation Office by creating the Tuition Emergency Fund
  e. Federal Work Study match
  f. Implementation of increased CCC grant
  g. Studied and assessed retention rates (5 year report on IR website)
  h. Applied for TRIO grant
  i. Established reverse transfer procedure with NAU
  j. Conducted Learning Community conversations for faculty and staff
  k. Established process for contacting first semester students via email to connect them with College resources
  l. Created early intervention system for faculty to report students in need
  m. Fine tuned advising roles, training, resources, procedures
  n. Doubled CCC2NAU advising team
  o. Completed on-line admission application process

QUALITY  98% completion year two tactics

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

- Strengthening technology infrastructure
  a. Implement a department change management tool

- Maximizing technology and facilities for learning
  a. Implemented technology training plan
b. Conducted business practice review of Banner within finance, student, and HR modules
c. Instituted Identity Management System creating a single ID for all users when accessing and CCC technology
d. Evaluated district wide learning technology requirements
e. Evaluated available library databases and merged library technology with Cline Library

- Improving access to and delivery of distance learning
  a. Increased services available to students via learning management system and portal
  b. Piloted a plan for video conferencing strategy

- Enabling anytime, anywhere use of college technology services
  a. Set up College portal
  b. Increased Web4 services

- Strengthening technology operations to sustain a geographically disbursed, multi-campus environment
  a. Provided ability to image desktops and computer labs from a central location
  b. Installed enterprise institutional reporting tool

**COMMUNITY**

**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 over 300 students
  b. Implemented & continued joint faculty & employee professional development opportunities
  c. Merged CCC and Cline libraries

- Strengthening high school collaborations
  a. Increased CAVIAT programs, courses, & tours
  b. Attended high school and junior high school career fairs
  c. Hosted Williams middle school at LT campus
  d. Increased dual enrollment

- Forming collaborations with outside entities
  a. Supai Tribe – ECE
  b. Developed statewide CTO group
  c. State-wide purchasing directors group formed
  d. CCL & SBDC/No Country healthcare
  e. NACET
  f. Vet Services
  g. Park & Forest Service
  h. CCC & NAU Foundation collaboration
  i. Many continued collaborations

- Increasing CCC’s visibility throughout the District
  a. Developed annual educational marketing piece
  b. Created CCL ROI campaign
  c. Re-created CCC & Foundation marketing committees
  d. Introduced new College website
  e. Engaged Constant Contact e-marketing
  f. Created Advocacy plan & team
  g. Creation of Marketing Plan

- Developing ways to measure and understand the diverse learning needs of the County
  a. Completed Grand Canyon/Tusayan/Williams community survey
  b. Identified core goals of institutional effectiveness
  c. Created dashboard
  d. TRIO application
  e. Learning community conversations with faculty and staff
  f. Assessed retention rates by various demographics

- Developing a clear branding for CCC describing how the College uniquely meets the needs of the County
  a. Multitudes of press releases
  b. Creation of one stationary pattern
  c. Creation of Marketing Plan
LEARNING  

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. Created dual enrollment advisory committee
- Expanding non-credit offerings to better match opportunities present in the demographic profile of the County
  a. Implemented CCL business plan
  b. Expanded non-credit offerings
  c. Expanded corporate training curriculum
- Developing new and signature programs
  a. Retired several courses, programs
  b. Reinvented Environmental Science program
- Developing strategies to address the specific needs of distance learners
  a. Assessed block schedule for all courses throughout district
  b. Assessed and updated 3 year master course plan
  c. Assessed on-line orientation process
- Ensuring institutional quality
  a. Implemented institutional assessment plan
  b. Fully engaged in self-study/accreditation process throughout College
  c. Created self-study on-line handbook
  d. Implemented academic program review

PEOPLE & RESPECT  

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. CCL Leadership/Supervisory Training
  b. Cross advertised professional development opportunities with CCC & NAU and EDDs
  c. Learning circles
  d. Technology training calendar
- Implementing an enhanced total compensation philosophy and plan which enhances recruitment and retention of quality employees
  a. Review/re-write job descriptions
  b. Established part-time employee salary schedule
  c. On-line open enrollment
  d. Implemented PTO
  e. Created cafeteria benefits plan

SUSTAINABILITY

is woven throughout the tactical plans of the document