**THEME:** ACCESS, RETENTION, COMPLETION

**GOAL 1:** By June 30, 2015, CCC will promote a learner centered environment and continue to incorporate innovative strategies to enable achievement of individual learning goals by:**

- **Advising**
  - Established and utilized advising outcomes assessment measures
  - Installed DegreeWorks and utilized degree audit
- **Ensure sustainability & expansion of CCC2NAU**
  - Added on-line advising and on-line new student orientation
  - Created First Year Experience course in collaboration with NAU to be offered at NAU
- **Orientation**
  - Created Vet component to new student orientation
- **College Readiness**
  - Reading and Writing placement test analysis complete and scores updated
- **Completion**
  - Reverse transfer implemented and degree audit utilized
  - Track progress & student intent (e-commerce model) – benchmark data collected
  - Expand & enhance curricular offerings – Engineering course developed via TAACCCT grant funds
  - Strengthen LEC
    - Starfish implemented as early alert system for at-risk learners
    - Added on-line tutoring
- **Customer Service**
  - Marketing – utilized students as SMEs for market research
  - Student Services
    - Created addition public study space at LT campus in bldg. 5 & 1
    - Student facility & signage survey completed
    - Open computer lab longer hours based on survey results (LT & 4th St campuses)
- **Instruction**
  - Implemented mandatory CANVAS LMS use for all faculty for greater communication with students
  - Moved student evaluation process to CANVAS LMS for increased student access and completion
- **Pedagogy & Curricula Development & Instructional Support**
  - On-line & hybrid course offerings
  - Embraced Quality Matters
  - Piloted iTV course templates
  - Created CANVAS course templates
  - Open Pathways accreditation process & timeline established
  - Faculty textbook team offered recommendations to mitigate student costs
  - Math course textbook created by faculty member on sabbatical
- **Underrepresented Populations (i.e. males, Latino, Native American, Vets, low-income, displaced workers, immigrants, etc…)**
  - Support of established and new student clubs and organizations (i.e. Kaleidescope, Indigenous, Student Government….)
GOAL 2: By June 30, 2015, 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: [46.2% completion of 13 initiatives]

a. Partnering to attract new businesses & training opportunities – national Learning Lab with AACC/Goodwill/CCC
b. Building knowledge of the community- recommendation adopted to survey County once every 3 years versus areas of the County once a year
c. Building community knowledge of CCC
   Community education & outreach initiative continued
   Utilized community members as SMEs to evaluate new website
d. NACET assessment of CCL business model, plan, and fiscal health

GOAL 3: By June 30, 2015, CCC will continue to establish a high quality workplace which values its employees by: [85.8% completion of 20 initiatives]

a. Compensation & recognition
   P4P implemented and funded for first year
   Established “Outstanding Comet” recognition program
   Created “CCC Employee Highlights” PowerPoint for e-displays throughout LT campus
b. Professional development
   Committee Chair training developed and offered
   E-mail etiquette training incorporated into CARE program
c. Support
   13 operational guidelines created throughout College departments
   Podcasts of monthly College Council meetings developed and implemented
   Part-time faculty survey completed and led to reconfiguration of part-time faculty work space at LT campus

GOAL 4: By June 30, 2015, CCC will improve the use of technology to enhance learning and services by: [81.3% completion of 15 initiatives]

a. Enhance on-line experience – re-designed College website
b. Maximize learning technology – Starfish early alert program implemented
c. Foster innovative use of technology
   Renovation of TLC, mock classroom with new technology for faculty training and practice
   “Tech Tuesdays” training and exposure to new technology for faculty and staff

Goal 5: By June 30, 2015, CCC will develop and implement sustainable funding options and optimize the utilization of existing resources by: [97.3% completion of 15 initiatives]

a. Institutional Advancement
   Donation link on new website
   Improved database management
   Increased alumni activities and visibility (Facebook, website, newsletter)
b. Financial Aid – increased work study funding for students by $5000
c. Continue working and updating Sustainable Financial Plan
   FAP developed, adopted and implemented
d. Community Education Initiative-override ballot initiative failed Nov, 2014 by 6%