

**Connors State College Strategic Plan
and
Progress Report
2007-2013**

Updated 08/10/10

KEY

Yellow highlighting indicates completed.

Gray highlighting indicates "in process."

Strikethrough indicates deleted.

Red lettering indicates additions/revisions.

**CONNORS STATE COLLEGE
KEY GOALS/OBJECTIVES
2007 – 2013 (revised 08/10/10)**

Goals/Objectives	Key Performance Measures	Target 2007 2008	Target 2008 2009	Target 2009 2010	Target 2010 2011	Target 2011 2012	Target 2012 2013
<i>Identify and Attract Funding</i>							
Develop a prioritized list of all projects (initial).	<ul style="list-style-type: none"> • Operational • Campus infrastructure • Programs • Services • Employees • Competitive salary schedule and plan • Benefits • Early Retirement plan offered • Endowment • Student finance • Scholarships • Tuition • Marketing-Brand development - Logo • Workforce, community, and economic development <ul style="list-style-type: none"> • Russell Hall Renovation 4.5 million 2008 start date to be determined • Connors/NSU Construction 6 3 million 2008/2009 start date 	X	X	X	X	X	X
Assign available institutional funds for top priorities identified through Project Management Process to prioritize the list.	<ul style="list-style-type: none"> • Determine how much can be spent from Section 13 Offset and other institutional funds for priorities. 	X	X	X	X	X	X
Increase funding from grants – for additional projects and programs.	<ul style="list-style-type: none"> • Establish grant department. • Develop announcement system/bulletin board to share all grant opportunities by department tenant. • Increase total grant amounts by \$ 		X	X	X	X	X

	50,000.00 annually starting in 2009-10. Received contract for management of adult and youth programs for EWIB.						
Increase funding for scholarships.	<ul style="list-style-type: none"> On-going through Foundation with assistance from alumni and interested parties/entities, with increases of 5% annually, starting in 2008-2009. Identify sources of scholarships within community/regional area and increase by 5% 1.5 to 2% (depending upon earned interest to endowments) annually, beginning in 2009-2010. 	X	X	X	X	X	X
Increase operational funding from Foundation.	<ul style="list-style-type: none"> Provide \$ 10,000.00 annually for campus projects. 		X	X	X	X	X

**CONNORS STATE COLLEGE
KEY GOALS/OBJECTIVES
2007 - 2013**

Goals/Objectives <i>Facility Improvement</i>	Key Performance Measures	Target 2007 2008	Target 2008 2009	Target 2009 2010	Target 2010 2011	Target 2011 2012	Target 2012 2013
Conduct surveys to improve facilities <ul style="list-style-type: none"> • “CSC Technology Survey” • “CSC Physical Plant Survey” • Representative surveys for needed equipment, room usage, etc. • Building by building review 	<ul style="list-style-type: none"> • Add technology questions to faculty/staff satisfaction survey developed by HR • Add facilities questions to faculty/staff satisfaction survey developed by HR. Utilized UGL Unicco survey. • Continue facility usage surveys required by Oklahoma State Regents for Higher Education and other required surveys • Have vendor survey buildings for data for improvements • Develop utilization plan for empty buildings as feasible 	✕ ✕ X	 X ✕	✕ X X X	X X X	 X X	 X X
Improve janitorial-custodial services	<ul style="list-style-type: none"> • Prepare and submit RFP to OSU for outsourcing custodial/ maintenance services • Accept proposals • Choose vendor • Begin services • Prioritize tasks from results of SWOT, Physical Plant survey questions, state and federal regulations, and other data. 	X X X	 X X	 X X	 X X	 X X	 X X

	<ul style="list-style-type: none"> • Evaluate services annually (vendor will likely provide a survey and have institutional surveys on housing, nursing survey, and alumni survey) 		X	X	X	X	X
<p>Create schedule and prioritized budget for executing campus master plan, such as:</p> <ul style="list-style-type: none"> • Improving heating and cooling in all buildings • Increase availability of student recreational facilities 	<ul style="list-style-type: none"> • Conduct HVAC analysis of all buildings • Prepare timeline for needed replacements • Order and install replacements • Determine what additions are requested and feasible (costs, east of construction, etc.) • Prioritize facilities • Initiate construction of facilities 		X X	X	X	X	X
<p>Improve designation signs at campus entrances and buildings (& classrooms)</p>	<ul style="list-style-type: none"> • Complete installation of room signage in Gatlin Hall • Order and install room signage for EDB and Classroom Buildings • Order and install room signage for Student Union • Order and install room signage for Fine Arts • Order and install exterior signage for Gatlin Hall • Order and install exterior signage for major intersection points on the Warner Campus • Order other signage as needed 	X X X X X X	X X X X	X X X X	X	X	X

<ul style="list-style-type: none"> • Complete renovation of fine arts building • Build new Muskogee building on NSUM Campus 	<ul style="list-style-type: none"> • Add computer/technology ports • Paint • Tile floors • Replace roof • Replace HVAC • Add handicapped accessible bathrooms • Renovate existing bathrooms for dressing rooms/bathrooms • Renovate foyer • Install sound insulation walls in auditorium • Replace window coverings • Install new exterior signage • Complete other renovations as funding is available • Complete architectural plans, in coordination with NSU • Obtain funding (referenced in other components of the Strategic Plan) • Start and complete construction 	<ul style="list-style-type: none"> X X X X X 	<ul style="list-style-type: none"> X X X X X X 	<ul style="list-style-type: none"> X X X 	<ul style="list-style-type: none"> X X 	<ul style="list-style-type: none"> X 	
<p>Create/improve regular/rotational building maintenance schedule/program</p>	<ul style="list-style-type: none"> • Have new service vendor prepare schedule • Approve, with modifications if necessary • Initiate schedule, with annual reviews 		<ul style="list-style-type: none"> X X 	<ul style="list-style-type: none"> X 	<ul style="list-style-type: none"> X 	<ul style="list-style-type: none"> X 	<ul style="list-style-type: none"> X
<p>Develop plan to identify current infrastructure locations (water, sewer, gas, etc.) and maintenance schedules for the various segments.</p>	<ul style="list-style-type: none"> • Have CSC director prepare “map” • Work with new service vendor to develop maintenance schedule. 		<ul style="list-style-type: none"> X 	<ul style="list-style-type: none"> X X 	<ul style="list-style-type: none"> X 	<ul style="list-style-type: none"> X 	<ul style="list-style-type: none"> X

**CONNORS STATE COLLEGE
KEY GOALS/OBJECTIVES
2007 – 2013**

Goals/Objectives <i>Employee Engagement/Satisfaction</i>	Key Performance Measures	Target 2007 2008	Target 2008 2009	Target 2009 2010	Target 2010 2011	Target 2011 2012	Target 2012 2013
Establish employee engagement and satisfaction baseline from survey in fall 2008	<ul style="list-style-type: none"> • Conduct job satisfaction survey, and establish baseline from which to measure future results • Develop action plan from results of survey • Implement and evaluate action plan • Develop feedback and follow-up process and policies 		✕	X	X	X	X
Design training and professional development needs assessment	<ul style="list-style-type: none"> • Create training plan by employee group or supervisors based on assessments • Identify personal development opportunities • Implement a development plan • Facilitate development plan implementation • Help supervisors establish development plans • Evaluate employee performance improvements on a 1 to 5 scale, 4.5 being desired outcome 		X	X	X	X	X

<p>Improve Customer Service Culture at CSC</p>	<ul style="list-style-type: none"> • Develop three tiered Customer Service Excellence Training Program – Faculty, Administrators/Staff • Implement training program • Improve student-focused customer service, as measured by surveys and anecdotal information, such as customer complaints or compliments 		<p>✗</p> <p>✗ (Pilot)</p> <p>✗</p>	<p>X (Pilot)</p> <p>X</p>	<p>X (Pilot)</p> <p>X</p>	<p>X</p> <p>X</p>	<p>X</p> <p>X</p>
<p>Identify opportunities and activities for faculty and staff to interface and to improve communication between departments</p>	<ul style="list-style-type: none"> • Conduct focus groups to determine root causes for lack of interaction and communication between departments • Develop action plan applicable to analysis and recommendations from focus groups • Develop and initiate team building training between Faculty & Staff • Create workshops with departments to provide cross functional information to facilitate the functions of each department • Continue monthly Human Resources Newsletter • Continuously update website, with timely updates and make 	<p>✗</p> <p>✗</p> <p>✗</p> <p>✗</p> <p>X</p> <p>X</p>	<p>✗</p> <p>✗</p> <p>✗</p> <p>✗</p> <p>✗</p> <p>✗</p>	<p></p> <p></p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p></p> <p></p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p></p> <p></p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p></p> <p></p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>

	<p>more user friendly</p> <ul style="list-style-type: none"> • Improve institutional communication by e-mailing to “CSC-ALL” and “CSC-Adjuncts” (also “CSC-Students” when appropriate) such documents as the Academic Council agendas, agendas and minutes of other meetings (enrollment, retention, etc.) • Investigate the implementation of an internal website, other than existing staff information 		X	X	X	X	X
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<ul style="list-style-type: none"> Financial Aid Processes 	<ul style="list-style-type: none"> Processing of aid – meeting required deadlines Financial Aid workshops – Providing at least three (03) per year externally Implementation of Year Round Pell Revised Policy and Procedure Manual Implementation of Direct Loan Processing Use of Kiosks – allow for access to FAFSA website 	X	X X	X X	X X	
<ul style="list-style-type: none"> Business Office 1. Bursar 	<ul style="list-style-type: none"> Customer service ratings from surveys Billing and collection policy – Analyzing unpaid balances Improve Customer service by obtaining ratings from surveys and /or using a compliment/complaint box. Collections - Continue to analyze unpaid balances and strengthen the collection efforts by making phone calls to students with past due balances and delivering notices to the students in the dorm concerning room & board payments due. Continue to focus on collection efforts by submitting accounts to collection and submitting Oklahoma student accounts to the Oklahoma warrant intercept program. Implement the online payment process will assist in collection efforts as well as being a customer service option. Credit Card processing: processing will go through our cashiering system instead of the current “stand alone” system. Use of Higher One. Will automate 	X X	X X	X	X	
				X	X	
				X	X	
				X	X	
				X	X	
				X	X	

<p>2. Purchasing</p>	<p>overpayment check process to eliminate cost in check printing, postage, labor, student foot traffic as well as get the student their refund faster</p> <ul style="list-style-type: none"> • Bookstore charges – use of student ID card instead voucher. • Implement e-billing. • Document imaging system • Upgrade and maintain the kiosks located in various places across the three campus as well re-evaluate the kiosk locations. • Install printers - enable students to print transcript, schedules, billing statements, etc. Enable access the TMS website and make online payments not only to TMS but to CSC as well. • Continue to update our policy and procedures manual. <p>• Timeliness for processing and payment</p> <p>• Timeliness of invoice processing</p> <ul style="list-style-type: none"> • Procedures Manual - operating instruction, procurement policies, and user guidelines. • Improve the turn-around time to obtain a Purchase Order, from the point of receiving the requisition to the processing of the approved Purchase Order. • Standardized approach to processing requisitions and payments in care of Student and Team Travel. • Develop and apply local procedures to measure contract performance. 	<p>X</p> <p>X</p>	<p>X</p> <p>X</p> <p>X</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p>X</p>
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3. Accounts payable	<ul style="list-style-type: none"> ● Statement preparation ● Document Procedures Manual which contains operating instruction, procurement policies, and user guidelines. ● Improve the turn-around time to obtain invoices for payment. The measure would be from the date of the invoice to the date of the checks. ● Incorporate control measures to ensure payment of current year invoices, to reduce “prior-year” payments and the need for accruals. ● Incorporate process controls to gain awareness of outstanding invoices and statements that were not sent directly to the Fiscal Services Accounts Payable department. 				X	X	
4. Accounting	<ul style="list-style-type: none"> ● Cash reconciliation ● Procedures manual 						
5. Payroll	<ul style="list-style-type: none"> ● Automation of payslip (except students) ● Direct deposit (all employees, except students) ● Improve paperwork flow ● Document Procedures Manual which contains operating instruction, procurement policies, and user guidelines. ● Establish Direct Deposit accounts for Student Employees to further reduce payroll cost. ● Improve Payroll processing alignment with HR, Adjunct Administration and Financial Aid to eliminate and reduce excessive payrolls, voids, and overall operating expense reduction. 	X	X X X		X	X	

<p>6. Fiscal Services</p>	<ul style="list-style-type: none"> Evaluation of Cell Phone Contract Find new gas card company 				<p>X</p> <p>X</p>	<p>X</p> <p>X</p>	
<p>Student Services -- Improve overall advising and enrollment process</p> <ul style="list-style-type: none"> Identify team to create and analyze process flow chart of current enrollment process: One member from Admissions/Registrar, Academic Advisor, Recruitment, Student Body, Student Support Services, Division Chair, Business Office, and Financial Aid Identify critical student intersections and relevant expectations Identify schedule and improved scheduling <u>process</u> that is student-need/requirement focused Evaluate Muskogee schedule for efficiency of classroom/building use. Improve advising information. Expand marketing of schedule. Adjust scheduling to needs of adult working student. 	<ul style="list-style-type: none"> Establishment of team Use of process mapping and evaluation Student survey results and enrollment. Utilize data from assessments to make changes Student survey results, facility usage reports, and enrollment. Utilize data from assessments to make changes Offer a minimum of two faculty advisement workshops per semester (one per campus). Market schedule in all forms of paper/electronic in high traffic areas. Student survey results, facility usage reports, and enrollment. Utilize data from assessments to make changes 	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>
<p>Continuously improve strategic planning process</p>	<ul style="list-style-type: none"> Annual review and modifications of goals and plans as necessary 	<p>X</p>	<p>X</p>	<p>X</p>	<p>X</p>	<p>X</p>	<p>X</p>
<p>Refine/revise project management process.</p>	<ul style="list-style-type: none"> Annual review and modifications as necessary 	<p>X</p>	<p>X</p>	<p>X</p>	<p>X</p>	<p>X</p>	<p>X</p>

**CONNORS STATE COLLEGE
KEY GOALS/OBJECTIVES
2007 – 2013**

Goals/Objectives <i>Academic Excellence</i>	Key Performance Measures	Target 2007 2008	Target 2008 2009	Target 2009 2010	Target 2010 2011	Target 2011 2012	Target 2012 2013
Review annually existing Assessments of Student Learning and Assessment Plan							
<ul style="list-style-type: none"> ▪ Review and revise (if needed) all course level objectives 	All course objectives are written in measurable terms.	X	X				
<ul style="list-style-type: none"> ▪ Review and revise (if needed) all program level objectives 	All program level objectives are written in measurable terms fully covering the major learning objectives of the program.	X	X	X	X		
<ul style="list-style-type: none"> ▪ Review and revise (if needed) all general education objectives 	All general education objectives are written in measurable terms, covering all general education outcomes.	X	X	X	X		
<ul style="list-style-type: none"> ▪ Review and revise (if needed) measures for course level, program level, and general education level objectives, specifically exploring service learning/community service 	Appropriate measures have been identified and selected to measure all levels of outcomes.	X	X	X	X		
<ul style="list-style-type: none"> ▪ Review and revise (if needed) the Assessment Plan 	The Assessment of Student Learning Plan has been revised	X	X	X	X		

<ul style="list-style-type: none"> Provide professional development on assessment of student learning for faculty through HLC workshops and in-service workshops 	<p>to incorporate changes.</p> <p>At least three (03) faculty/staff will attend the HLC assessment workshop in 2008 and other workshops.</p> <p>At least two (02) workshops on assessment of student learning will be conducted in 2008-2009 and in 2009-2010.</p>	X	X	X			
<p>Complete accreditation process for Child Development Program</p> <ul style="list-style-type: none"> Submit application March, 2008 Have site visit 2008, with recommendation for accreditation Provide additional funding for accreditation costs 	<p>Application submission.</p> <p>Site visit is scheduled and held.</p> <p>Provide additional funding of \$ 5,000.00 for the 2008 and 2009 fiscal years.</p> <p>Achieve recommendation for accreditation.</p>	X	X	X			
<p>Maintain state approval and national accreditation for the nursing program.</p> <p>National Council on Licensure Exam for Registered Nurses (NCLEX-RN)</p>	<p>Self-study is written for the Oklahoma Board of Nursing; site visit is conducted with full approval granted.</p> <p>Self-study is written for the National League for Nursing; site visit is conducted with full accreditation granted.</p> <p>Success rate on NCLEX-RN will be above the national</p>	X	X	X	X	X	X

success rate will be acceptable annually.	average for each class.						
<p>Increase retention and success in developmental classes to national averages</p> <ul style="list-style-type: none"> ▪ Continue to review developmental mathematics program, making curricular and instructional modifications as dictated by data <ul style="list-style-type: none"> ○ Student retention rates ○ Student success rates (70% success in meeting class objectives) ○ Student evaluations of course/instructor ○ Instructor feedback ▪ Explore National Association of Developmental Education (NADE) certification for the developmental reading program <ul style="list-style-type: none"> ○ Reading instructor will continue attending state and national NADE conferences. ○ Reading instructor will receive training for certification if decision is made to achieve certification 	<p>Revise curriculum and instruction as needed; study impact.</p> <p>Increase the mathematics retention/success rates to at least 65% by 2008-2009 2009-2010.</p> <p>Student evaluations will average above 4.0 (on a 1 to 5 scale) for all courses/instructors evaluated.</p> <p>Instructor feedback will be positive and provide input for further changes.</p> <p>Reading instructor will attend NADE national and state level conferences annually.</p> <p>If decision is made for certification, reading instructor will receive training to guide process to successful completion.</p>	X	X	X	X	X	
			X	X	X	X	
				X	X	X	
		X	X	X	X	X	X
			X	X			

<ul style="list-style-type: none"> ▪ Expand resources for developmental education <ul style="list-style-type: none"> ○ Relocate mathematics computer lab at Warner Campus to EDB building, expanding from 20 to 25 computers, new tables, new chairs, and refurbished lab ○ Purchase additional software or other instructional resources as needed 	<p>Complete relocation of lab with renovated area, expanded number of computers, new tables, and chairs by fall 2008.</p> <p>Set up an English computer lab with appropriate software for piloting at Warner Campus.</p>		<p>X</p> <p>X</p>	<p>X</p>			
<p>Increase number of online courses in general education by two (02) courses per year</p> <ul style="list-style-type: none"> ▪ Define a process for proposal and approval of online courses ▪ Provide workshops or external training for instructors ▪ Evaluate retention and success of students in online courses, and compare to traditional face-to-face and ITV courses 	<p>Identify “Best Practices” and develop process based on those with at least two (02) developed per year.</p> <p>Send faculty/staff to Oklahoma Distance Learning Association conferences and other conferences.</p> <p>Provide at least one in-house workshop per semester.</p> <p>Conduct research comparing success /completion rates of ITV, online, and face-to-face students. The last research showed no significant differences. That is expected level.</p>	<p>X</p> <p>X</p> <p>X</p>	<p>X</p> <p>X</p> <p>X</p>	<p>X</p> <p>X</p> <p>X</p>	<p>X</p> <p>X</p> <p>X</p>	<p>X</p> <p>X</p> <p>X</p>	<p>X</p> <p>X</p> <p>X</p>

<p>Identify new programs based on demand of potential traditional and non-traditional students, including potential programs in the Cooperative Alliance with Indian Capital Technology Center. Add at least one (01) new program by 2010.</p> <ul style="list-style-type: none"> ▪ Identify future workplace trends to assist in pro-actively identifying appropriate new programs Added new entry (January) for RN Career Ladder Program ▪ Determine cost of program ▪ Identify funding sources for program 	<p>Identify potential high demand (for the area served) programs that the institution could provide.</p> <p>Determine the costs for each program.</p> <p>Based upon funding available, initiate program.</p> <p>CSC requested one new program, Surgical Technology, for the Cooperative Alliance with ICTC.</p>	<p>X</p> <p>X</p>	<p>X</p> <p>X</p>				
<p>Develop/establish a support center for faculty</p> <ul style="list-style-type: none"> ▪ Course development ▪ Permanent Faculty resource center and Help desk ▪ Technology and resources ▪ Tools and resources for curriculum development ▪ Specific methodologies for avoiding brown-out/burn-out ▪ Develop systematic, formal best 	<p>Locate area for support center.</p> <p>Identify staffing (full-time and work study) patterns.</p> <p>Purchase equipment and resources needed.</p> <p>Provide workshops for burn-out and sharing best practices</p>				<p>X</p> <p>X</p> <p>X</p>	<p>X</p> <p>X</p>	<p>X</p> <p>X</p>

<p>practice sharing program and process for sharing ideas and lessons learned among departments</p>	<p>through faculty annual in-services and workshops through the semester (at least one per semester).</p>			X	X	X	X
<p>Explore “Academic Lecture Series”</p> <ul style="list-style-type: none"> ▪ Determine costs ▪ Determine potential lecturers <p>Offered first lecture January, 2010 by author Art Burton, who wrote about area lawman, Bass Reeves.</p>	<p>Identify/review lecture series costs and explore costs reported by other colleges in the state.</p> <p>From listings/sources, identify affordable lecturers who would contribute to specific academic areas of the college and begin.</p>			X	X	X	X

**CONNORS STATE COLLEGE
KEY GOALS/OBJECTIVES
2007-2013**

Goals/Objectives Marketing	Key Performance Measures	Target 2007 2008	Target 2008 2009	Target 2009 2010	Target 2010 2011	Target 2011 2012	Target 2012 2013
Identify full-time marketing/public relations department and/or manager.	<ul style="list-style-type: none"> Identify funding, when available, for part-time or full-time person Hire, if funds are available 	X	X		X		
Identify Webmaster	<ul style="list-style-type: none"> Identify funding for part-time or full-time person. Continue with existing personnel or hire new, if funds allow 	X (PT)	X (PT)	X			
<ul style="list-style-type: none"> Identify webpage improvements, focusing on: 	<ul style="list-style-type: none"> Class schedules Department information profiles Faculty profiles Student Life link. (Show clubs/organizations, activities, student government, etc.) 		X	X	X	X	X
Identify and create "Brand Image"	<ul style="list-style-type: none"> Create ad hoc committee to create for approval a "Brand Image" Implement "Brand Image" and incorporate into 	X	X				
			X	X	X		

	marketing, publications, and other areas						
Develop Comprehensive Enrollment Management Plan.	<ul style="list-style-type: none"> Develop a Recruitment and Marketing Plan Evaluate the Recruitment and Marketing Plan with modifications as necessary Develop a Retention Plan Evaluate the Retention Plan with modifications as necessary 	X	X	X	X	X	X
<p>Develop training program for “employees as salespeople”</p> <p>Utilize additional resources, such as students, technology and other CSC personnel, for recruitment and marketing.</p>	<ul style="list-style-type: none"> Provide training. Utilize instructors as ambassadors and sales persons Utilize faculty/staff as recruiters and visit area schools. Invite/encourage student organization participation. Evaluate results in measuring student enrollment increases and satisfaction with program by internal “salespeople” and external potential students and other contacts Develop technological resources, including Facebook and My Space for recruiting and providing information about CSC Utilize team and club sponsors, when appropriate, 		X	X	X	X	X
			X	X	X	X	X
			X	X	X	X	X
				X	X	X	X
				X	X	X	X
			X	X	X	X	X
			X	X	X	X	X
			X	X	X	X	X
			X	X	X	X	X

	<p>Workforce Investment Board.</p> <ul style="list-style-type: none"> • Continue/expand partnerships with economic development agencies/groups. • Determine level of influence for expanding/enhancing economic viability of region and develop plan. 	X	X	X	X	X	X
Development of incubator to grow small businesses	<ul style="list-style-type: none"> • Identify location and funding resources. • Obtain certification of spaces for incubator from the Department of Commerce. • Obtain/secure a management contractor for the incubator. • Make spaces available. 	X	X	X	X		
<p>Muskogee Campus Specific Goals</p> <p>Facilitate assessment to identify regional education/training needs and desires based on demographics</p> <p>Conduct a Continuing Education Survey with area business leaders to assess the educational needs of their employees</p>	<ul style="list-style-type: none"> • Completed survey for area business leaders. • The information gathered from the survey will be utilized to develop a minimum of three courses per year. 	X	X	X	X	X	X
<p>Muskogee Campus Specific Goals</p> <p>Develop partnering relationships with manufacturing/service industries within region to offer management training</p> <p>The focus has shifted to offering some employee training workshops, with more academic workshops offered for</p>	<ul style="list-style-type: none"> • Visit new and existing area businesses regarding training needs for their employees. • Development of a minimum of three courses workshops per year for employees in area business industry. 	X	X	X	X	X	X

<p>students needing additional credit and for community members who may be interested in specific topics.</p>	<ul style="list-style-type: none"> • Development of a minimum of five workshops per semester for CSC students needing additional credits or for students/community members with specific academic interests. • Send emails and brochures on upcoming courses, meet with businesses to enroll employees in classes. Emails and brochures ongoing, but will implement visits to get the enrollments. Ongoing, and will continue to follow up with businesses. 	<p>✕</p>	<p>✕</p>	<p>✕</p>	<p>✕</p>	<p>✕</p>	<p>✕</p>

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**CONNORS STATE COLLEGE
KEY GOALS/OBJECTIVES
2007-2013**

Goals/Objectives <i>Student Services Excellence</i>	Key Performance Measures	Target 2007 2008	Target 2008 2009	Target 2009 2010	Target 2010 2011	Target 2011 2012	Target 2012 2013
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TECHNOLOGY

Further implement components of Web SIS	• AWS		X	X	X	X	X
	• Student Email/Mandatory Use	X	X	X	X	X	X
	• On-Course Degree Audit	X	X	X	X	X	X
	• Online enrollment	X	X	X	X	X	X
	• Measures would indicate usage by faculty/students.		X	X	X	X	X
	• Satisfaction surveys and retention rates would also measure success.			X	X	X	X

ENROLLMENT MANAGEMENT

<p>Increase overall student enrollment to 2,600 2,500 by Fall 2010.</p> <p>Enrollment increased to 2361 for fall 2008 from 2247 in fall 2007. Credit hour production increased to 24,413 from 22,945 in fall 2007. This is the largest credit hour production in six years.</p>	• Explore possibilities of developing a high school counselor partnering program and implement if possible.	X	X	X	X	X	X
	• Survey interests of students wishing to participate in the expansion of clubs/groups teams. Review local HS sports that would filter students to CSC.	X	X	X	X	X	X
	• Increase student population in the form of one club/group/team. More than doubled number of cheerleaders.	X	X	X	X	X	X
	• Increase student activities at Muskogee Campus.		X	X			
	• Develop partnerships with local/county	X	X	X	X	X	X

	<p>agencies and large employers in the area.</p> <ul style="list-style-type: none"> Identify best marketing strategies for adult students and implement accordingly. Explore possibilities of increasing student scholarships Continue activities such as Counselor round up, Evaluated by participating schools. 	X	X	X	X	X	X
		X	X	X	X	X	X

ADVISEMENT

<p>Improve Academic Advising satisfaction levels to or above national average as measured by “ACT Faces of the Future Survey” and anecdotal information from other measures</p>	<ul style="list-style-type: none"> Use of process mapping for academic advising/enrollment and enrollment satisfaction surveys will measure improvement, use national data, ACT info, Faces of Future, alumni survey. Identify actions needed to improve student satisfaction with Academic Advisement and Enrollment Degree plans handed to students at the time of enrollment. 	X	X	X	X	X	X
			X	X	X	X	X
			X	X	X	X	X

STUDENT SATISFACTION

<p>Expand career planning resources for students</p>	<ul style="list-style-type: none"> Solicit help from Student Support Services and grant programs. The LLC added an online career interest survey. Student satisfaction surveys and usage will measure success. 	X	X	X	X	X	X
			X	X	X	X	X
<p>Expand and increase satisfaction with appropriate student activities</p>	<ul style="list-style-type: none"> Determine current satisfaction levels with student activities Utilize various measures to determine satisfaction with extracurricular activities and identify possible 	X	X	X	X	X	X
			X	X	X	X	X

	<p>encouraging them to enroll.</p> <ul style="list-style-type: none"> • Once a semester newsletter to all the concurrent students and those taking classes through the alliance. • Each academic department devise a brochure on their program. 		<p>X</p> <p>X</p>	<p>X</p> <p>X</p>	<p>X</p> <p>X</p>	<p>X</p> <p>X</p>	<p>X</p>
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