

Fall 2016 Strategic Departmental Goals & Outcomes

Department Name	Campus	Goal 1	Goal 1 Outcome	Justification (required):	Goal 2	Goal 2 Outcome	Justification (required):	Goal 3	Goal 3 Outcome	Justification (required):
Advising	College-wide	Create a draft of survey questions, layout, delivery method and determine specific desired outcomes.	Completed	DRAFT Questions: Did you receive advising in-person, online, or via phone? (drop down for response) On a scale of 1-5 (1 being extremely dissatisfied and 5 being extremely satisfied), Were you satisfied with your overall advising experience? (drop down for response) On a scale of 1-5 (1 being extremely dissatisfied and 5 being extremely satisfied), were you satisfied with your advisor's knowledge/ability to assist you?(drop down for response) On a scale of 1-5 (1 being extremely dissatisfied and 5 being extremely satisfied), were you satisfied with your advisor's professionalism?(drop down for response) On a scale of 1-5 (1 being extremely dissatisfied and 5 being extremely satisfied), were you satisfied with the time the	Implement a new student advising session where all new students are required to meet with an Advisor to be informed about student services, academic programs and discuss their desired outcomes.	Completed	Successful Start Advising sessions have been implemented as of September 2016. The process for identifying "new" students (report) needs to be adjusted prior to Spring semester. Additionally, the outreach to these students should be increased, with the goal of meeting with all new students by the end of the semester. Student feedback regarding these sessions has been positive, with some students who are not "new", requesting this same Advising session because they heard how valuable it was from their peers.			
Assessment and Curriculum	College-wide	Revise the Notification of Assessment and Cycle of Learning templates to better facilitate learning-centered analysis.	Completed	Templates were revised and brought to CASA for approval. Goal of 1 being complete and 0 being incomplete: 1 complete.						
BHC Facilities	Bullhead	Campus interiors to 90% of national standards	In Progress	strategic plan goals	Campus utilities usage reduce by 10%	completed	sustainability	Facilities staff complete 6 OSHA training sessions	completed	safety

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Campus Dean	Bullhead	Sponsor and/or cosponsor at least four events on campus each year	Completed	Several events sponsored by the campus already in 2016-17.	Submit information via MPIO Request For three times per semester regarding initiatives on each campus that highlight strengths of the respective campus and promote a positive image.	In Progress	Although I have worked directly with MPIO, I have not completed MPIO forms.	Explore opportunities to enhance relationships with three partners or potential partners each year by familiarizing the community with the resources offered by the college.	Completed	Engaged with personnel from Boys and Girls Clubs, Dot Foods, County One-Stop, multiple school personnel, Laughlin Chamber of Commerce, and others to explore opportunities to enhance partner relationships.
CELT	College-wide	Implement Zoom for plural class delivery	Completed	CELT initially purchased 20 Pro licenses with the goal of reaching a campus license level within the next two fiscal years. Currently, we have 40 licenses with 36 active Pro account users.						
Compliance	College-wide	The Office of Compliance will plan and support one fall semester sexual violence prevention and awareness initiative (Clery/VAWA).	Completed		The Office of Compliance will administer a climate survey in collaboration with EAB during the fall 2016 semester (Title IX).	In Progress	The EAB survey was not ready for fall but is being administered during the spring semester.			

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Enrollment Management	Kingman	To develop a process in order to evaluate credit for prior learning specifically for industry certification and life experience.	In Progress	Our goal was to provide three recommendations to CASA committee based on findings. John Wilson worked with Andra Goldberg. He provided the historical process established for determining credit for prior learning. Andra added a component to the process, noting that the student would be required to complete a degree declaration. Last semester, it was presented to CASA for further review and to acquire consensus. It did not acquire consensus due to further discussions that were requested. The proposal was not added to the agenda in the next meeting rather it was assumed that the process could be established outside the communication structure. Just recently (in February), I requested if Andra would represent the proposal in order	To measure the performance quality of transfer partnerships.	Completed	One partnership rubric was sent to established partners. One report was created to summarize the collected data.	Strengthen on-campus student employment outcomes.	In Progress	This project was modified from its initial submission. This project is currently going through SEAL. The intention is to review the mechanics of the work study program in order to improve the overall student employment outcomes. The following items have been reviewed with recommendations: the student and supervisor survey, the generic job description, and the supervisory handbook. The review process has been completed. This project will probably involve reviewing the Cycle of Learning for 2016. The next steps will be determined by the SEAL group members invested in this project.
Human Resources	Kingman	Plan and implement a leadership training program for MCC employees	Completed	Implemented MCC Leadership Academy for 24 employees, meeting in person once per month. Implemented Avanoo leadership program for President's Council member, comprising of daily videos and reflection discussions online.						

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Information Technology Unit	College-wide	Revise Disaster Recovery Plan	In Progress	Revise plan, bring in management representation from critical areas (HR, Business office, Administration, Instruction, IT). Test plan at least once annually. We are currently in the testing phase.	Security Review	In Progress	Perform an internal security audit of information systems, processes, and procedures. Pen testing is currently scheduled for next week.	Website Redesign	In Progress	Redesign MCC primary website to reflect a more modern, easily navigable website that encourages a "call to action" on each page (e.g. "Sign up for classes here!") Project approved 2/7/17
Institutional Research	College-wide	Student Success	Incomplete	Goal 1 objective was to correlate regional occupational programs and a program's student success level. After further review, while relevant to regional matters, the effort does not appear to be sufficiently critical for further action at this time. We will establish another goal. See below.	Student Success	In Progress	Also related to student success, this effort sought to compare and contrast occupational trends in Mohave county with enrollment trends in MCC programs. We have some data on occupational trends, and some data on program enrollment, but have not compared the two yet. We are looking at tabling this effort for now in favor of a more concrete project for the spring. See below.	Sustainability	Completed	This relates to sustainability in that this goal seeks to adopt tools that access Mohave County occupational trends. We have identified such tools, mostly from multiple online sites, and am prepared to do more work related to Mohave County workforce needs. We thus consider this goal completed.
LHC Campus Dean	Havasu	Sponsor or Cosponsor at least four events on campus each year	In Progress	Co-sponsor with MCC Foundation Fall 2016 Art Fair Co-sponsor with MCC Foundation Spring 2017 Art Fair Co-sponsor with Havasu Chamber Vision 20 20 Finance Series-"Cash Flow 101" Co-sponsor with Havasu Chamber Vision 2020 Finance Series - "Financial Statements 101"	Submit information via MPIO request 3 times per semester regarding initiatives on campus that highlight strengths of the campus and promote positive image.	In Progress	MCC Shines LHC Pumpkinfest Spotlight on MCC ASL 101	Explore opportunities to enhance relationships with 3 partners or potential partners by familiarizing the community with the resources offered by the college.	In Progress	Luncheon with LHSD Superintendent Lake Havasu Campus Advisory Committee Luncheon Meeting LHHS Counselor Breakfast

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Library	College-wide	Create an outline for an online MCC literary magazine with established objectives.	Completed	The following objectives have been established for the 2016/2017 Fiscal Year. All objectives have been accomplished up to the submission date of this report. Submission screening and editing occurs as submissions are received. The website is available for viewing at https://ovis.mohave.edu/ . August, 2016 Initiate discussions with information technology (IT) and marketing. Begin marketing campaign through use of campus flyers, library website announcements and conversations with faculty. September, 2016 Hold the first monthly writer's night in the library as a way to promote creative efforts and cultivate quality submissions from students, staff and faculty. Select a name for the magazine. October, 2016	Join the Arizona Community College Library Consortium and identify three ways to integrate purchasing strategies for library materials and training.	In Progress	The Arizona Community College Library Consortium (ACCLC) is in the formation process and the MCC Librarians are active members of the ACCLC Formation Committee. We (ACCLC) are working with the AC4 (Arizona Community College Coordinating Council) and the AZ Community College Presidents Council on a formation process that would let us form as a sub group of AC4. We are currently awaiting approval of the membership agreement and bylaws. Once the Consortium is fully formed, the following are three ways to integrate purchasing strategies for library materials and training: 1. Negotiate as a consortium with individual database vendors for a minimum of 5% 2. Professional training will be made available amongst the	Create a document that details the current library program for children 2-6, the desired learning outcomes and program measurements to ensure it is successful.	Completed	Early literacy skills refer to children's familiarity with reading and writing before entering grade school. It is not the teaching of reading and writing, but the development of important pre-reading skills for "school readiness." Libraries can help parents develop these important foundational skills by offering pre-school story-time programming. Capturing a child's interest and imagination early, through the use of high-quality picture books, songs, poetry, and crafts help children discover "literacy" can be an enjoyable and important part of their lives. Review of literature confirms positive literacy experiences such as sharing books, telling stories, singing songs, talking to one another, and pointing out and naming objects, expands young
MCC Connect	College-wide	Enhance phone system/uccx	Completed	Phone system/UCCX was upgraded the week of 3/12/2017. We had minimal service interruption during this time. We still have several items to reconfigure before the upgrade can be considered complete. We are in progress.	Clean up phone system/uccx	In Progress	Phone system/UCCX was upgraded the week of 3/12/2017. We had minimal service interruption during this time. We still have several items to reconfigure before the upgrade can be considered complete. We are in progress.		In Progress	Now that upgrade has happened, once all the configuration is complete we will begin training the appropriate personnel.
Module Managers	College-wide	Establish designated staff members to be trained for back-up support of each Jenzabar module.	Completed		Establish a checklist for testing and upgrade implementation.	In Progress	Test environment is being created by the IT department.			

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MPIO	College-wide	Increase awareness of MCC and its services throughout Mohave County	Completed	MPIO has increased promotion and coverage of college and campus-specific events, as well as promotional advertising of programs. MPIO developed a plan for increased social media interaction, which is already proving successful as seen with increased post engagements and views. While many aspects of goal 1 were met, it will remain a continuous project for MPIO.	Develop better communication between MPIO and other college departments	In Progress	While this was identified initially as a year 2 goal, MPIO has already begun efforts to accomplish this. MPIO is working to increase communication with students, faculty and staff. MPIO has begun sharing campaign ads with the Recruiting and Call Center. MPIO has also reached out to program directors and deans to encourage more inter-department communication. Goal 2 is developing.	Promote the college while raising awareness of it's strengths	In Progress	MPIO continues to promote the college's positive stories and has increased the amount of positive news coverage. Although quantitative data is difficult to gather, qualitative data based on information MPIO received from news outlets suggests this metric has improved substantially.
NCK Facilities	Kingman	Improve facilities communications, district wide	In Progress	Improve campus to campus communication thru weekly conference calls to better manage and share ideas and resources to improve budget management and provide a safe and healthy campus.	Design and install Campus directories	In Progress	Improve campus information to allow better information of class and department locations as well as upcoming events.	Develop and implement chemical management plan	In Progress	Cooperatively Develop and implement a hazardous materials inventory and disposal plan to manage both lab and custodial materials and minimize campus exposure and risk.
North Mohave Campus	North Mohave	Sponsor or Cosponsor at least four events on campus each year	In Progress	Oktoberfest, MCC Shines, Colorado City Music Festival	Submit information via MPIO request 3 times per semester regarding initiatives on campus that highlight strengths of the campus and promote positive image.	Completed	Oktoberfest, SAC October activities in the community, RN 100% pass rate on NCLEX exam	Explore opportunities to enhance relationships with 3 partners or potential partners by familiarizing the community with the resources offered by the college.	Completed	Dixie State University articulation, WRAP committee presentation, Monthly luncheon with education administrators in the area.

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Instruction	College-wide	Engage all employees in a continuous, comprehensive process of program improvement	Not reported	Description of activity: Professional development – especially for new faculty – new faculty seminar each month based on MacKeachie book. By Dec 31st monthly sessions scheduled and completed by April 30th. Assessed/reviewed by June 30th. Explore possibility of participation in the Great Teacher Seminar by Dec 31st Formalized professional development plan for faculty – strategic initiatives to send faculty to conferences – committee formed fall to look at PD plans – pilot template by spring semester						

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Student Success Center	College-wide	20% of students facing academic dismissal will raise their GPA to 2.0 by December 21, 2015. 20% would result in 25 students successfully recovering from AP.	Completed	Intervention services took part in a multifaceted plan to provide resources and support both academically and non academically. 38 students out of 128 (30%) on academic probation during the fall 2015 semester raised their GPA above 2.0 and were taken off academic probation in the spring semester. We will continue practices to remediate students facing AP holds. Target Measure: 25 Actual Measure: 38	Reduce the percentages of prefixes of 200-level courses (thirty four) with a failure rate of 10% or above from 57% to 50% by July 1, 2016.	Incomplete	During the second week of the 2015 fall semester MPIO sent emails to 1,178 students enrolled in 200-level courses. Students responses were not recorded. The actions and results were met with concerns. The measurement was taken for only the fall 2015 semester. The 2014 DFW (D, F, and Withdrawal) rate was 57% at or above 10%. The fall 2015 semester DFW rate was reduced 4% to 54%, however 34% of the prefixes increased its failure rate. We will continue to focus on opportunities to improve DFW rates for 200 level courses by discussing challenges and implementing practices that will improve success rates. Continue to work on improving the DFW percents of 200-level classes. Target Measure: 2 courses Actual Measure: 1 course	Students who fall into the lagging indicator category of academic probation will be contacted by a student services representative and be provided with a plan aimed at circumventing any barriers to completion. These success plans provide students with strategies for overcoming the barriers they face. The intention is to provide students with resources, support, guidance, and coaching aimed at his/her successful completion of the courses in which he/she is currently enrolled.	In Progress	Success Plan Holds were placed on the students account notifying them to come in and meet with an student services specialist to create a unique plan for the semester identifying needs and concerns and plans to address them. Target Measure: 38

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Testing	College-wide	Develop a process for testing coordinators to follow-up with MMT participants and support them in completing MMT for needed, "higher" placement.	Completed	Process: Testing Coordinators will conduct outreach calls to students who have received MMT codes. Testing Coordinators are able to see how a student is progressing through the MMT software, and thus will contact students based on their progress. The highest priority students will be those who have received a code and have not logged into MMT at all. The next priority will be students who have logged in, but have not worked on any of the modules. Testing Coordinators will set appointments to assist students who are struggling with the MMT software and will refer students to the SSC if they are struggling with the mathematical concepts.						