



PCCUA STRATEGIC PLAN 2020-2025

Goals, Outcomes, and Planning Template

2020-2025 Strategic Plan

NAME	LOCATION	AREA	PAGES
ADULT ED			
Carol Birth	Adult Ed - 102	Adult Education	
ALLIED HEALTH			
Amy Hudson	Nursing – N102	Allied Health	
Julie Pittman	T & I	Allied Health –MLT, Phlebotomy	
APPLIED TECHNOLOGY			
Vicki Cobb	Helena – T&I 129	Applied Tech	
Linda Killion	Helena – T&I 129	Applied Tech	
Monica Quattlebaum	Helena-T & I	Applied Tech/Cosmetology	
ARTS AND SCIENCES			
Robin Bryant & Kim Kirby	Helena & Stuttgart	Arts and Sciences	
BUSINESS AND INFORMATION SYSTEMS			
Monica Quattlebaum	Stuttgart – C110	Business	
BUSINESS OFFICE			
Stan Sullivant		Business Office	
CAREER PATHWAYS			
Kim Rawls	Helena-S. Gregory office	Career Pathways	
CAREER AND TECHNICAL CENTER (Secondary Center)			
Aaron Germany	Campus Specific		
CONTINUING AND COMMUNITY ED			
Lee Ann Hoskyn	Stuttgart – B103	Community & Cont. Ed.	
Joe St. Columbia	Helena-T&I 129	Business & Industry (meet with Applied Tech)	
Shawanna Wansley	Stuttgart – B103	Community & Cont. Ed.	
Wandra Williams	Stuttgart – B103	Community & Cont. Ed.	
CONCURRENT			
Michelle Blasengame	DeWitt – Conf. Room	Concurrent	
Diana Graves	DeWitt – Conf. Room	Concurrent	
Kyunta McCoy	DeWitt – Conf. Room	Concurrent	

CUSTODIAL			
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DISTANCE EDUCATION			
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FIANCIAL AID			
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HR			
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LIBRARY			
Ruthie Pride	Library – 2 nd floor	Library	
MAINTENANCE			
David Dunigan		Maintenance	
MARKETING, HR			
Rhonda St. Columbia	Office	Marketing & HS Relations	
REGISTRAR, ADMISSIONS, AND OTHER REPORTS			
Scott Post		Registrar/Admissions	
SECONDARY CENTER			
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STUDENT SUCCESS			
Debbie Hardy			
STUDENT SUPPORT SERVICES			
Glenda Sykes	Helena –Room C302	Student Support Services	

ADULT EDUCATION

ALLIED HEALTH

Phillips Community College Strategic Plan
Department/Division/Functional Area: Division of Allied Health

Priority of Focus

Goal 1: Support for Instruction and Learning					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Increase the number and kind of courses and programs available to students					
Offer the Phlebotomy program on the Stuttgart Campus	MLT/PLB Program Director	Spring 2021	STG Adjunct faculty HWH PLB faculty STG campus classroom space STG clinical affiliations	Employment of adjunct faculty Assigned TRU Conference classroom Established clinical rotations	First PLB cohort participates in the May 2021 STG graduation ceremony
Continue to offer EMT Program on DWT campus	Allied Health Dean DeWitt campus Adjunct Faculty Coordinator	Fall 2020	Adjunct faculty DWT campus classroom space DWT clinical affiliation agreements	Employment of Adjunct faculty Student enrollment	Fall EMT cohort receives certificate of proficiency
Offer Nursing Student Success course via SIV	Practical Program Coordinator All PN faculty	Spring 2021	DWT classroom Learning materials	Increased PN program enrollment	Increased PN program completion rates
Recruitment of qualified students for all allied health programs	Allied Health Dean MLT/PLB and PNP Program Directors All Allied Health Faculty	Fall 2020	LPN to RN transfers Festivals Clinical Agencies Marketing Tools	Course Completion	Increased number of graduates prepared to enter the workforce.

Ensure adequate student knowledge of A & P to support nursing courses	ADN Faculty	Fall 2020 NG 107 Course Requirement	ATI A & P Online Remediation and Assessment Exam Package		Increased ADN program completion rates
B. Expand instructional delivery options with a special emphasis on developing College internet classes, cohort classes, and technology use in face- to-face instruction.					
Offer 1 credit hr. online EKG elective course	Allied Health Dean ADN faculty	Spring 2020	Vice Chancellor for Instruction Distance Learning Coordinator ADN Faculty PCCUA Faculty Senate Curriculum and PCCUA Curriculum and Instruction Committees	Students enroll in online EKG course	Students complete online EKG course
Offer 1 credit hr. online F & E and Acid/Base elective course	Allied Health Dean ADN Faculty	Spring 2020	Vice Chancellor for Instruction Distance Learning Coordinator ADN Faculty PCCUA Faculty Senate Curriculum and PCCUA Curriculum and Instruction Committees	Students enroll in online F & E Acid/Base nursing course	Students complete online F & E Acid/Base course
Offer 1 or 2 credit hr. online special topics course	Allied Health Dean ADN Faculty	Fall 2020	Vice Chancellor for Instruction Distance Learning Coordinator ADN Faculty PCCUA Faculty Senate Curriculum and PCCUA Curriculum and Instruction Committees	Students enroll in online special topics nursing course	Students complete online special topics course

C. Support new and emerging technology and provide state of the art equipment for instruction					
Obtain fiscal resources to maintain and/or replace aging equipment used to support instruction (i.e. chemistry, hematology, coag analyzers, nursing/EMT simulation equipment)	Allied Health Dean Program Directors All Allied Health Faculty	Ongoing through Spring 2024	College funding Grant funding	Adequate support of equipment to support MLT/PLB curriculum Adequate support of equipment to support ADN/PN/NA/EMT curriculums	Expected Level of Achievement met after evaluation of Employer Satisfaction survey results for MLT/PLB graduate preparedness for entry level practice. Expected Level of Achievement met after evaluation of Employer Satisfaction survey results for ADN/PN/NA/EMT graduate preparedness for entry level practice.
D. Ensure there are appropriate teaching and learning resources and classroom space					
Explore and establish new clinical affiliation agreements to ensure adequate clinical learning experiences for students	Allied Health Dean, Program Directors Administrative Assistant All Allied Health Faculty	Ongoing through 2024	Campus laboratories Clinical agencies Clinical coordinators	Ample clinical learning experiences to meet required clinical learning experiences	Expected Level of Achievement met after evaluation of Employer Satisfaction survey results for ADN/PN/NA graduate preparedness for entry level practice.
Employ simulation lab coordinator credentialed with a master's degree in nursing and	Allied Health Dean	Ongoing through 2024	PCCUA Chancellor PCCUA Vice Chancellor for Instruction Human Resources College Funding	Employment of simulator nurse educator	Simulation nurse educator and faculty provide simulation learning activities that do not exceed

certification as a simulation nurse educator					50% of scheduled student clinical learning experiences Expected Level of Achievement met after analysis of Student Satisfaction with Simulation Survey results.
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Goal 2: Development and Learning for Staff and Faculty (professional development)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Provide more opportunities for division, departments, and functional area development					
Continue to provide opportunities to attend local, regional, and national professional conferences/workshops	Allied Health Dean Program Directors All Allied Health Faculty	Ongoing through 2024	College funding Carl Perkins Grant funding	Approved LOA requests for professional development	Certificates of completion/CEUs Faculty instructional design and delivery scores > 2
B. Provide (share) "in-house" best practices embedded in training related to faculty and staff specific jobs					
NA					
C. Develop and implement an incentive for faculty and staff to choose to pursue an appropriate terminal degree					
NA					
D. Offer a variety of professional development activities on varied topics					
Continue to support access to local, regional, and national conferences, PCCUA staff development opportunities, "Nurse Tim" and MLT/PLB webinars.	Allied Health Dean Program Directors All Allied Health Faculty	Ongoing through 2024	College funding Carl Perkins Grant funding	Attendance at professional development Activities	Certificates of completion/CEUs Faculty instructional design and delivery scores > 2
Support professional development activities that foster faculty creativity and development	Allied Health Dean Program Directors All Allied Health Faculty	Ongoing through 2024	Inspirational speakers that foster faculty creativity and development	Attendance at professional development activities	Improved faculty/student performance evaluations Increased program completion rates for respective allied health

E. Share professional development information learned from training provided among departments and campuses (ensure it is on-going and re-enforced)					
Continue to share professional development learning experiences with peers	Allied Health Dean Program Directors All Allied Health Faculty	Ongoing through 2024	Allied Health Dean, Program Directors, and all Allied Health Faculty Scheduled faculty meetings	Audit of meeting minutes documenting shared professional development learning experiences	Faculty instructional design and delivery scores > 2
F. Explore and develop incentives to encourage continued education for employees (faculty and staff)					
NA					

Goal 3: Reviewed and Revised Policies, Procedures, Support (planning, budgets, protocols.					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Improve communication of policy changes (information shared with all and policies applied equitably)					
Continue to develop, review, and revise allied health program policies and procedures annually and when indicated	Allied Health Dean Program Directors All Allied Health Faculty	Ongoing through 2024	ACEN NAACLS Office of Long-Term Care ASBN BOC (Registry) PCCUA	Current program student handbooks and webpages	Accurate published documents that address program policies and procedures
B. Develop transparency related to budgeting and allocation of funds					
Continue to share allocated resources with faculty during biannual division meetings	Allied Health Dean Program Directors	Ongoing through 2024	Vice Chancellor for Finance and Administration	Evidence of discussion in Division of Allied Health Meeting Minutes	Awareness of budget allocations
C. Provide opportunities for questions, answers, and input					
Continue to seek faculty input before submitting annual fiscal year budget requests	Allied Health Dean Program Directors	Ongoing through 2024	Vice Chancellor for Finance and Administration	Minutes reflecting faculty input into budget Completed budget requests	Allocated resources necessary to meet program outcomes and end-of-program student learning outcomes
D. Promote pro-action rather than reaction to policies, procedures, and budgeting					
NA					
E. Evaluate policies and procedures to ensure there are no conflicts with UA System, merge policies where appropriate					
NA					

Goal 4: Improve Campus Connections (internal infrastructure, communication, alignments, consistency, in-service delivery)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Provide consistent communication and more frequent meetings among campuses					
Continue to have biannual division meetings and monthly faculty, curriculum, and assessment committee meetings	Allied Health Dean Program Directors All Allied Health Faculty	Ongoing through 2024	Allied Health Dean Program Directors All Allied Health Faculty	Biannual division, and program specific faculty, curriculum, and assessment committee meetings	Improved communication as evident in respective division/program committee minutes
B. Establish a college-wide calendar					
Include division activities in college-wide calendar	Allied Health Dean Program Directors All Allied Health Faculty	Ongoing through 2024	College Webmaster Allied Health Dean, Program Directors, and all Allied Health Faculty	Inclusion of division activities on the online college calendar	Improved campus-wide communication of allied health division activities
C. Identify and share by campus , listings of employees and specific job responsibilities					
Submit employee additions, deletions, and job title to Human Resources and College Webmaster	Allied Health Dean Program Directors	Ongoing through 2024	Human Resources Allied Health Dean Program Directors	Accurate employee information pertaining to employment status, title, and job responsibility	Accurate employee information pertaining to employment status, title, and job responsibility
D. Provide job specific cross training for employees					
NA					
E. Provide on-going communication about diverse functional areas, departments, and divisions serving students using e-mail, listserv, newsletters, and other sources					
Include division activities in college-wide newsletter	Allied Health Dean Program Directors All Allied Health Faculty	Ongoing through 2024	College relations personnel Allied Health Dean, Program Directors, and all allied health faculty	Inclusion of division activities in College Newsletter	Improved campus-wide communication of division activities

F. Ensure that all three campuses are safe and have security					
Obtain professional training to establish identified “safe zones” for students, staff, and, faculty	Allied Health Dean Program Directors All Allied Health Faculty	Fall 2022	PCCUA Senior Level Administrators Security Allied Health Dean Program Directors All allied health faculty	Establish safe zones in allied health locations on all campuses	Culture of on- campus safety
G. Provide orientation for new students, faculty, and staff					
Continue to provide mandatory orientation for all allied health students at the beginning of each academic year	Allied Health Dean Program Directors All Allied Health Faculty	Ongoing through 2024	Allied Health Dean Program Directors All Allied Health Faculty	Meet established benchmark as evident through analysis of Student Satisfaction with Orientation Survey results	Student awareness of program expectations and procedures
Continue to provide program specific orientation and assign each new faculty/staff to a mentor	Allied Health Dean Program Directors All Allied Health Faculty	Ongoing through 2024	Allied Health Dean Program Directors All Allied Health Faculty	Completed orientation forms in allied health division personnel files	Faculty/staff awareness of program expectations and procedures

Goal 5: Develop and Support External Partnerships					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Increase business and industry partnerships. Training, and utilize these partnerships for recruitment and graduate job placement					
Invite area employers to a division job fair	Allied Health Dean Program Directors All Allied Health Faculty	2020 through 2024	Area employers	Meet respective program job placement outcomes	Meet allied health workforce needs in communities served
B. Increase 2 + 2 agreements or MOUs strengthening existing agreements					
Continue to develop MOUs and/or articulation agreements that support transfer to baccalaureate programs	Allied Health Dean, Program Directors	Ongoing through 2024	Vice Chancellor for Instruction AR Universities and Colleges Allied Health Dean and Program Directors	Established MOUs and articulation Agreements	Increased number of allied health graduates pursuing advanced program specific degrees at area universities and colleges
C. Increase the number of campus jobs for students (not necessarily work-study)					
NA					
D. Obtain more resources to respond to college and student needs					
NA					
E. Enhance community and school relationships and increase the number of people engaged in the process					
Continue to support college-wide recruitment activities	Allied Health Dean Program Directors All Allied Health Faculty	Ongoing through 2024	Vice Chancellor of College Advancement and Resources Development High School Relations Directors Director of Enrollment Services Allied Health Dean, Program Directors All Allied Health Faculty	Active involvement in recruitment activities	Increased interest in college programs and enrollment
F. Develop partnerships which promote more accessibility for students (transportation, etc.)					
NA					

APPLIED TECHNOLOGY

Phillips Community College Strategic Plan
Department/Division/Functional Area: Applied Technology Division

Priority of Focus

Goal 1: Support for Instruction and Learning					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
E. Increase the number and kind of courses and programs available to students					
Implement new Construction Technology courses Offer Construction/Manufacturing related courses (AutoCAD, computerized numerical control, sheet metal fabrication, agri mechanics and equipment)	Program Director Program Coordinator Faculty Workforce Training Director	Ongoing	Labs Faculty College Resources College Advancement Grant Funding Industrial Partners	Student Enrollment Number of Awarded Certificates/Degrees	
Conduct program/short-term training to meet skill requirements of local business and industry Continue to equip labs with appropriate technology and software to meet industry demands	Program Director Program Coordinator Faculty Workforce Training Director	Ongoing	Faculty/Trainers Labs/Equipment Local Industry College Resources College Advancement Grant Funding	Number of Participants Number of Trainings Industry Surveys Equipment/Software Purchases	
F. Expand instructional delivery options with a special emphasis on developing College internet classes, cohort classes, and technology use in face- to-face instruction.					
Continue to implement instructional course delivery options (online, hybrid, short term, cohorts, conferencing) Ensure faculty is trained to successfully implement course delivery options	Program Director Program Coordinator Faculty	Ongoing	Labs Faculty IT Department Distance Learning Coordinator Hardware/Software Professional Development Funds	Number of Delivery Options Semester Schedules Professional Development Activities Faculty Portfolios	

G. Support new and emerging technology and provide state of the art equipment for instruction					
Provide facilities, equipment, technology, and trained faculty to support a learning-centered environment	Program Director Program Coordinator Faculty	Ongoing	Labs/Equipment IT Department College Resources Grant Funding	Equipment Inventory List Faculty Portfolio Assessment Results	
Establish five-year rotation schedule (computers/software and equipment for Applied Technology programs)	Program Director Program Coordinator Faculty	2020-2025		Five-Year Rotation Schedule	
H. Ensure there are appropriate teaching and learning resources and classroom space					
Encourage faculty to submit projected instructional needs in a timely manner	Program Director Program Coordinator Faculty	Ongoing	Faculty Submissions	Purchase Requisitions Faculty Portfolios Course/Space Utilization Report	
Goal 2: Development and Learning for Staff and Faculty (professional development)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
G. Provide more training opportunities for division, departments, and functional area development					
Provide more training opportunities specific to teaching discipline	Program Director Program Coordinator Faculty	Ongoing	Faculty Development College Resources Grant Funding Consortium Engagement	Faculty Portfolios	
H. Provide (share) "in-house" best practices embedded in training related to faculty and staff specific jobs					
Encourage faculty to share best practices at division meetings	Program Director Program Coordinator Faculty	Ongoing	Faculty Development College Resources Grant Funding	Scheduled Division Meetings/Minutes	

D. Share professional development information learned from training provided among departments and campuses (ensure it is on-going and re-enforced)					
Share information learned from training at regularly scheduled division meetings	Program Director Program Coordinator Faculty	Ongoing	Faculty	Division Meeting Minutes	
Goal 3: Reviewed and Revised Policies, Procedures, Support (planning, budgets, protocols).					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
F. Improve communication of policy changes (information shared with all and policies applied equitably)					
Ensure that all policy changes are included in Executive Council minutes	Executive Council	Ongoing	College Email	Executive Council Minutes	
Share policy changes at Division meetings	Program Director	Ongoing	Division Meeting	Division Minutes	
Goal 4: Improve Campus Connections (internal infrastructure, communication, alignments, consistency, in-service delivery)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Provide consistent communication and more frequent meetings among campuses					
Hold regularly scheduled committee, division, and college-wide meetings to provide consistent communication. Use conferencing technology when possible	Chancellor Vice Chancellors Division Chairs/Dean Program Directors Committee Chairs	Ongoing	Committee Meetings Division Meetings College Meetings	Meeting Minutes	

Goal 5: Develop and Support External Partnerships					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
G. Increase business and industry partnerships. Training, and utilize these partnerships for recruitment and graduate job placement					
Continue to conduct Industrial Council Meetings	Workforce Director Program Director Program Coordinator Faculty	Quarterly	Grand Prairie, Phillips, and Southeast Arkansas Industrial Councils Workforce Advisory Council Industries/Businesses Chambers of Commerce College Advancement Media Partnerships	Meeting Minutes Job Placements Number of Partnerships	
Continue to expand industry/business partnerships		Ongoing			
Partner with Chambers of Commerce and local businesses to promote PCCUA		Ongoing			
Visit civic groups		Ongoing			
Conduct annual Manufacturing Day to include Arkansas and Phillips Counties		Ongoing			
Pursue external funding opportunities	Faculty Program Director Program Coordinator Workforce Training Director	Ongoing	Walton Grant American Welding Society Carl Perkins STEM Foundations	Funding Awards	

E. Enhance community and school relationships and increase the number of people engaged in the process					
Participate in Career Days, campus high school recruitment activities, and Manufacturing Day	Faculty Program Director Program Coordinator Director of Workforce Training PCCUA Students	Ongoing	High Schools College Career Day Manufacturing Day Chamber of Commerce Involvement	Number of Participants and Activities Student Enrollment	

ARTS AND SCIENCES

Phillips Community College Strategic Plan
Department/Division/Functional Area: Arts and Sciences Division

Priority of Focus

Goal 1: Support for Instruction and Learning					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
I. Increase the number and kind of courses and programs available to students					
J. Expand instructional delivery options with a special emphasis on developing College internet classes, cohort classes, and technology use in face- to-face instruction.					
Offer compressed classes online	Faculty members and Division chair	Fall semester		Add two additional courses in the fall	
Offer interim classes	Faculty/Division chairs	Spring Semester		Offer one/two courses in May 2020	
K. Support new and emerging technology and provide state of the art equipment for instruction					
Investigate a LMS that can run Blackboard but more	Faculty and IT	Summer		Report findings	
L. Ensure there are appropriate teaching and learning resources and classroom space					
Have appropriate teaching and learning resources	Division chairs	Continuing			

Goal 2: Development and Learning for Staff and Faculty (professional development)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
I. Provide more opportunities for division, departments, and functional area development					
Share professional development training/information	Faculty/Division chairs	On-going	Budget for professional development		
J. Provide (share) "in-house" best practices embedded in training related to faculty and staff specific jobs					

Need training in teaching adult learners and assessment activities	Division Chairs/faculty	May for assessment planning Inservice meetings	Stipend for attendees		attendance
K. Develop and implement an incentive for faculty and staff to choose to pursue an appropriate terminal degree					
Faculty having appropriate degrees for teaching assignments	Division chairs/Academic Vice Chancellor	On-going	Provided tuition reimbursement and income increase		
L. Offer a variety of professional development activities on varied topics					
Allow membership in professional organizations		CAO	Reimburse faculty for joining		
M. Share professional development information learned from training provided among departments and campuses (ensure it is on-going and re-enforced)					
This goes along with B above					
N. Explore and develop incentives to encourage continued education for employees (faculty and staff)					
This goes along with C above					

Goal 3: Reviewed and Revised Policies, Procedures, Support (planning, budgets, protocols.					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
G. Improve communication of policy changes (information shared with all and policies applied equitably)					
Place faculty senate president on Executive Council	Chancellor	immediately			
H. Develop transparency related to budgeting and allocation of funds					
Share budgeting information	Vice Chancellor for finance	Within one month of having budget approved			

I. Provide opportunities for questions, answers, and input					
Open-ended faculty/staff meeting	Chancellor/Vice Chancellor for Academics				
J. Promote pro-action rather than reaction to policies, procedures, and budgeting					
K. Evaluate policies and procedures to ensure there are no conflicts with UA System, merge policies where appropriate					

Goal 4: Improve Campus Connections (internal infrastructure, communication, alignments, consistency, in-service delivery)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Provide consistent communication and more frequent meetings among campuses					
Hold more face to face meetings or improve the technical sharing among campuses	Division Chairs/IT				
B. Establish a college-wide calendar					
	Marketing				
C. Identify and share by campus , listings of employees and specific job responsibilities					
	HR				
H. Provide job specific cross training for employees					
I. Provide on-going communication about diverse functional areas, departments, and divisions serving students using e-mail, listserv, newsletters, and other sources					
J. Ensure that all three campuses are safe and have security					
K. Provide orientation for new students, faculty, and staff					

Goal 5: Develop and Support External Partnerships					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
H. Increase business and industry partnerships. Training, and utilize these partnerships for recruitment and graduate job placement					
I. Increase 2 + 2 agreements or MOUs strengthening existing agreements					
Make Faculty/Staff aware of the posting of the MOU's	Shaun Anderson	On-going			
J. Increase the number of campus jobs for students (not necessarily work-study)					
K. Obtain more resources to respond to college and student needs					
L. Enhance community and school relationships and increase the number of people engaged in the process					
	High School relations and Enrollment Management				
M. Develop partnerships which promote more accessibility for students (transportation, etc,)					

BUSINESS AND INFORMATION SYSTEMS

COSMETOLOGY

Phillips Community College Strategic Plan
Department/Division/Functional Area: Business and Information Systems

Priority of Focus

Goal 1: Support for Instruction and Learning					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Increase the number and kind of courses and programs available to students					
Expand online/hybrid course offerings with the use of distance learning technology	Faculty Department Chair Distance Learning Coordinator IT Department	Ongoing	DL Coordinator College Resources Blackboard True Conference	Offer a minimum of five (5) online/hybrid business course offerings each semester Develop online course rotation schedule for A.A.S. programs Implement a minimum of two (2) A.A.S. courses online each year	
Expand program offerings including additional certificates and workshops	Faculty Department Chair	Ongoing	Current programs and courses Industry trends and area business needs and surveys Workshop rotation schedule	Explore additional programs, certificates, and community workshops Offer a minimum of two (2) community workshops per year	

<p>Complete course assessment result action plans and evaluate program/division outcomes and assessment results</p>	<p>Faculty Department Chair</p>	<p>Ongoing</p>	<p>Assessment Results and Action Plans per course</p> <p>Student Learning Outcomes (SLO)</p> <p>Program Summary Tables for Program/Division outcomes</p>	<p>Division Outcomes and Assessment Results; Each course has identified measurable outcomes and criteria</p> <p>Faculty submit assessment results at the end of the semester for each course taught to Dean/Dept. Chair. Division discusses overall results and strategies for improvement. Changes will be implemented to improve student learning and retention</p>	
<p>Monitor early intervention procedures and refer at risk students (Early Alert System) to the Academic Advisor</p>	<p>Faculty Advisors</p>	<p>Ongoing</p>	<p>Academic Advisors Early Alert System Early Intervention Procedures</p>	<p>Monitor student retention rates for Division/individual courses; Faculty will discuss retention and improvement strategies for Early Alert interventions</p> <p>Division Assessment Criteria:</p>	

				Student Retention Rate will be 80% or higher for all courses taught each semester	
Prepare and submit ACBSP Quality Assurance Reports and Reaffirmation Self-Study	Faculty Department Chair	Q&A Reports every two years Self-Study Every ten years	Division and College Statistics and Assessment Reports	Q & A Reports submitted every two years (2021) Self-Study conducted every ten years Last Self-Study Year 2017 – 2018 Reaffirmation 2019	
B. Expand instructional delivery options with a special emphasis on developing College internet classes, cohort classes, and technology use in face- to-face instruction.					
C. Support new and emerging technology and provide state of the art equipment for instruction					
Enhance teaching methodologies to improve student success and retention through the use of distance learning technology	Faculty Department Chair Distance Learning Coordinator IT Department	Ongoing	Grants Seminars, training, and workshops True Conference Blackboard Variety of DL technology used in instruction such as Blackboard, software simulations, videos, and lecture recording	Assessment Results/Action Plans Program Summary Tables Division Outcome Assessment Criteria: 85% of students will achieve the core competencies by scoring 70% or higher on the required course assessment methods.	

				Implemented Blackboard Collaborate – Fall 2019	
Maintain Business Student Success Centers	Faculty Department Chair	Ongoing	Equipment/Software College Resources IT Department Centers: Helena – A107 Stuttgart – C110 DeWitt – B101	Centers will provide technology access for students and Faculty will utilize centers for additional lab time, tutoring, and study sessions Minimum two (2) hours per week for each faculty for study sessions	
Equip classrooms with current technology including up-to-date equipment and software	Department Chair Faculty IT Department	Ongoing Equipment Rotation Plan	College Resources Grants	Maintain current software and equipment to stay up-to-date with industry trends and equipment	
D. Ensure there are appropriate teaching and learning resources and classroom space					

Goal 2: Development and Learning for Staff and Faculty (professional development)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Provide more opportunities for division, departments, and functional area development					
B. Provide (share) "in-house" best practices embedded in training related to faculty and staff specific jobs					
C. Develop and implement an incentive for faculty and staff to choose to pursue an appropriate terminal degree					
D. Offer a variety of professional development activities on varied topics					
Participate in workshops, conferences, trainings, etc. to stay abreast of the latest teaching techniques and technologies	Vice Chancellor of Instruction Department Chair Faculty	Ongoing	College Resources Grants Conference Programs Trainings/Workshops Webinars	Faculty Portfolio Student Evaluations Classroom Implementation of teaching strategies Faculty will attend at least two (2) professional development activities each year	
Provide on-campus workshops/trainings for faculty to learn and share new teaching strategies and techniques to implement in their classroom and in the online environment	Vice Chancellor of Instruction Faculty Department Chair Faculty Development Committee	Ongoing	College Resources Professional Development Schedule provided by Faculty Development Committee	In-service professional development and other scheduled on-campus trainings and workshops Minimum two (2) professional development on-campus workshops each semester	
E. Share professional development information learned from training provided among departments and campuses (ensure it is on-going and re-enforced)					

F. Explore and develop incentives to encourage continued education for employees (faculty and staff)					

Goal 3: Reviewed and Revised Policies, Procedures, Support (planning, budgets, protocols.					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Improve communication of policy changes (information shared with all and policies applied equitably)					
B. Develop transparency related to budgeting and allocation of funds					
C. Provide opportunities for questions, answers, and input					
D. Promote pro-action rather than reaction to policies, procedures, and budgeting					
Employ and retain highly qualified full-time and adjunct faculty and staff	Department Chair Vice Chancellor for Instruction Chancellor Faculty	Ongoing	College Resources Potential applicants Former students	Maintain qualified full time/adjunct faculty with Master's Degree or Professional Certifications Hire and train faculty/staff for programs with faculty planning for retirement	
Evaluate the overall Division Assessment Process and Plan	Faculty Staff Department Chair	Every Three Years for evaluation of overall plan Meet annually to review assessment plan and modify as needed for student learning and success	Division Assessment Plan Program Goals and Outcomes Student Learning Outcomes	Faculty meet annually to analyze assessment results, discuss action plans, review program goals, and plan implementation of changes and recommendations	

				Last Revisions implement - Fall 2019	
				Revisit Plan in 2021/22	
Evaluate Programs and Internships for relevancy to ensure meeting the needs of the community and area businesses	Faculty Department Chair Instruction/Curriculum Committee	Ongoing Annual Division Meeting	Program Reviews PCCUA catalog Degree Check-off sheets Area Businesses and Industry surveys Advisory Committee Current Students Division Assessment plan and program summary tables	Review the Assessment plan to ensure program outcomes, student learning outcomes, and measurement tools are relevant Update Programs, curriculum, course descriptions, and internships Meet annually to discuss action plans and update program goals, curriculum, course descriptions, and internships Evaluate Internship Program to ensure students are prepared for the workforce and meeting the needs of business and industry	
E. Evaluate policies and procedures to ensure there are no conflicts with UA System, merge policies where appropriate					

Goal 4: Improve Campus Connections (internal infrastructure, communication, alignments, consistency, in-service delivery)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Provide consistent communication and more frequent meetings among campuses					
Provide Three-Year Course Rotation Schedule	Faculty Department Chair	Develop new rotation every three years	Faculty Department Chair Distance Learning Coordinator	Rotation Schedules for all three campuses are available to advisors, campus coordinators, and students Helena/Dewitt/Stuttgart Campus Schedule 2018-2021	
Conduct Division Meetings	Faculty Staff Department Chair	Monthly as a Division and/or as needed with individual faculty/programs	Faculty Department Chair Agenda Items	Meet regularly to discuss action plans and strategies to improve student learning Meet minimum of three (3) times each semester	
Serve on college committees and initiatives to promote campus connections	Faculty Staff Department Chair	Ongoing	College Committees and Initiatives	Division members will serve on a minimum of three (3) college committees or initiatives	
B. Establish a college-wide calendar					
C. Identify and share by campus , listings of employees and specific job responsibilities					

D. Provide job specific cross training for employees					
E. Provide on-going communication about diverse functional areas, departments, and divisions serving students using e-mail, listserv, newsletters, and other sources					
F. Ensure that all three campuses are safe and have security					
G. Provide orientation for new students, faculty, and staff					

Goal 5: Develop and Support External Partnerships					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Increase business and industry partnerships. Training, and utilize these partnerships for recruitment and graduate job placement					
B. Increase 2 + 2 agreements or MOUs strengthening existing agreements					
Expand 2+2 agreements and transfer opportunities with four year institutions	Department Chair Faculty Vice Chancellor for Instruction	Ongoing	Four Year institutions Degree Check-off sheets Existing agreements	Obtain 2+2 agreements for Information Systems Program Expand agreements for Business Administration program	
C. Increase the number of campus jobs for students (not necessarily work-study)					
D. Obtain more resources to respond to college and student needs					
Continue to seek external sources of funding	Department Chair Faculty Vice Chancellor for Instruction	Ongoing	Grants	Obtain grants that provide funding for new projects, professional development, and updated equipment	

				Research new grants and external funding opportunities Applied for NSF Grant Waiting for approval	
E. Enhance community and school relationships and increase the number of people engaged in the process					
Continue to pursue working relationships with community and area businesses	Faculty Staff Department Chair	Ongoing	Local Businesses Community Organizations Community Events Newspaper Articles	Division members are active in community organizations and events to keep abreast of new trends, employment skills and opportunities Division members will serve or volunteer on a minimum of two (2) community organizations or activities	
Provide opportunities for students to participate in community events and activities to become productive citizens	Faculty Department Chair	Ongoing	Service projects Community events/activities Community Projects	A minimum of two (2) business courses will require students to participate in community events/activities/projects per academic year	
Conduct Advisory Committee Meetings	Faculty Staff Department Chair	Annually	Advisory Committee comprised of business/community representatives	Conduct at least one (1) meeting annually for advisory committee	

			Student Advisory Group comprised of currently enrolled students	Implement a student advisory group to gather feedback on ways to improve programs and meet the needs of students	
Conduct recruitment activities with area schools, businesses, and community organizations	Faculty Staff Department Chair College Relations High School Coordinators	Ongoing	Career Fairs Area Schools Community Organizations Area Businesses	Conduct a minimum of four (4) recruitment activities per year Distribute informational materials to minimum of four (4) business/community organizations per year	
Maintain Division web page	Faculty Staff Department Chair	Ongoing	Division Information about Programs, degrees, and certificates	Update web page for current program information, degree check-off sheets, upcoming events, and information directly related to the division	.
F. Develop partnerships which promote more accessibility for students (transportation, etc.)					

Phillips Community College Strategic Plan
Department/Division/Functional Area: Cosmetology

Priority of Focus

Goal 1: Support for Instruction and Learning					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Increase the number and kind of courses and programs available to students					
Explore additional program offerings	Faculty Department Chair Instruction and Curriculum Committee	Ongoing	College Resources State Boards	Expand programs to include additional Certificates of Proficiency	
Implement Teacher Training Program	Faculty Department Chair Vice Chancellor for Instruction	Spring 2020	College Resources ADHE Guidelines State Board Guidelines with ADH/Cosmo section	Enroll students in Teacher Training Program	
Complete assessment results action plans and evaluate program outcomes and assessment results	Faculty Department Chair	Ongoing; Each Semester Annual Faculty meeting	Assessment Results Action Plans Student Learning Outcomes (SLO) Program Summary table for Program Outcomes	Program Outcomes and Assessment Results; Each course has identified measurable outcomes and criteria. Faculty submit assessment results at the end of the semester for each course taught to Dept. Chair then meet to discuss overall results and strategies for improvement. Changes will be implemented to improve student learning, retention, and state board pass rate.	

				Program Outcome Assessment Criteria: 85% of students will achieve the core competencies by scoring 75% or higher on the required course assessment methods.	
Conduct Arkansas Higher Education Program Reviews of Certificate and Technical degree	Faculty Department Chair Vice Chancellor for Instruction	Ongoing	PCCUA Academic Program Review Plan	ADHE Program Reviews submitted per 10-year Academic program review plan Next Plan: 2022-2023	
B. Expand instructional delivery options with a special emphasis on developing College internet classes, cohort classes, and technology use in face- to-face instruction.					
C. Support new and emerging technology and provide state of the art equipment for instruction					
Expand classroom instruction through the use of technology for online testing, Practice Tests, and the licensure exam	Faculty DL Coordinator	Ongoing	Testing Software Blackboard ADH/Cosmetology section for testing requirements	Research online testing software and pilot test the program with small group of students or specific classes before implementing with all students Research becoming testing center for state licensure examinations	
D. Ensure there are appropriate teaching and learning resources and classroom space					

Goal 2: Development and Learning for Staff and Faculty (professional development)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Provide more opportunities for division, departments, and functional area development					
Participate in workshops and Trade shows to stay current with industry trends and techniques	Faculty Department Chair Vice Chancellor for Instruction	Ongoing	College Resources Professional Development Resources	Faculty Portfolio Student Evaluations Classroom implementation of techniques	
B. Provide (share) "in-house" best practices embedded in training related to faculty and staff specific jobs					
C. Develop and implement an incentive for faculty and staff to choose to pursue an appropriate terminal degree					
D. Offer a variety of professional development activities on varied topics					
E. Share professional development information learned from training provided among departments and campuses (ensure it is on-going and re-enforced)					
F. Explore and develop incentives to encourage continued education for employees (faculty and staff)					

Goal 3: Reviewed and Revised Policies, Procedures, Support (planning, budgets, protocols.					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Improve communication of policy changes (information shared with all and policies applied equitably)					
B. Develop transparency related to budgeting and allocation of funds					
C. Provide opportunities for questions, answers, and input					
D. Promote pro-action rather than reaction to policies, procedures, and budgeting					
Hire qualified faculty due to faculty retirements	Department Chair Vice Chancellor for Instruction	Fall 2020	College Resources HLC Faculty Requirements	Implement Teacher Training Program for potential instructors to	

			ADH/Cosmetology section for State Board Instructor Guidelines	meet guidelines and instructor requirements.	
E. Evaluate policies and procedures to ensure there are no conflicts with UA System, merge policies where appropriate					

Goal 4: Improve Campus Connections (internal infrastructure, communication, alignments, consistency, in-service delivery)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Provide consistent communication and more frequent meetings among campuses					
B. Establish a college-wide calendar					
C. Identify and share by campus , listings of employees and specific job responsibilities					
D. Provide job specific cross training for employees					
E. Provide on-going communication about diverse functional areas, departments, and divisions serving students using e-mail, listserv, newsletters, and other sources					
Conduct division meetings with faculty to ensure sharing of information about overall college areas	Faculty Department Chair	Monthly	Emails College Newsletters Minutes from Meetings College Calendar	Conduct at least one (1) meeting each month to share information about the college and related areas on campus	
Develop informational flyers about cosmetology services and share with college employees and students	Faculty Department Chair Printing Services	Semester	Advertisement Flyers Available Services	Share information with college employees and students about cosmetology services available	

				Distribute information at least one (1) time each semester via flyers, posters, Email, and PCCUA website	
F. Ensure that all three campuses are safe and have security					
G. Provide orientation for new students, faculty, and staff					

Goal 5: Develop and Support External Partnerships					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Increase business and industry partnerships. Training, and utilize these partnerships for recruitment and graduate job placement					
Conduct recruitment activities with area schools, businesses, and community organizations	Faculty Department Chair College Relations High School Coordinators	Ongoing	Career Fairs Area Schools Community Organizations Area Businesses	Conduct a minimum of three (3) recruitment activities	
Utilize local cosmetologist and industry specialist as guest speakers	Faculty	Ongoing	Local Salons Industry Specialists: Beauty supply stores; make-up artists, Product specialists	Have two (2) guest speakers or special interest lectures each semester.	
Provide field trips for students to experience “real world” salons and techniques.	Faculty	Annually	Beauty Salons Product Specialists	Attend at least one (1) field trip annually to provide students opportunities to explore the beauty industry outside the classroom.	
B. Increase 2 + 2 agreements or MOUs strengthening existing agreements					
C. Increase the number of campus jobs for students (not necessarily work-study)					

D. Obtain more resources to respond to college and student needs					
E. Enhance community and school relationships and increase the number of people engaged in the process					
F. Develop partnerships which promote more accessibility for students (transportation, etc,)					

BUSINESS OFFICE

Department/Division/Functional Area: BUSINESS OFFICE

Goal 1: Support for Instruction and Learning					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Increase the number and kind of courses and programs available to students					
B. Expand instructional delivery options with a special emphasis on developing College internet classes, cohort classes, and technology use in face- to-face instruction.					
C. Support new and emerging technology and provide state of the art equipment for instruction					
D. Ensure there are appropriate teaching and learning resources and classroom space					

Goal 2: Development and Learning for Staff and Faculty (professional development)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
E. Provide more opportunities for division, departments, and functional area development					
F. Provide (share) "in-house" best practices embedded in training related to faculty and staff specific jobs					
G. Develop and implement an incentive for faculty and staff to choose to pursue an appropriate terminal degree					
H. Offer a variety of professional development activities on varied topics					
I. Share professional development information learned from training provided among departments and campuses (ensure it is on-going and re-enforced)					
J. Explore and develop incentives to encourage continued education for employees (faculty and staff)					
Provide at least one training opportunity	Various business office personnel.	Annually	Time/effort of business office	Increased efficiency and awareness of	

annually to faculty/staff on business office processes (i.e. Travel, Requisitions, etc.)			personnel and travel resources	business office processes by faculty and staff.	
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Goal 3: Reviewed and Revised Policies, Procedures, Support (planning, budgets, protocols.					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Improve communication of policy changes (information shared with all and policies applied equitably)					
B. Develop transparency related to budgeting and allocation of funds					
C. Provide opportunities for questions, answers, and input					
D. Promote pro-action rather than reaction to policies, procedures, and budgeting					
E. Evaluate policies and procedures to ensure there are no conflicts with UA System, merge policies where appropriate					
Enhance current budgeting procedures	VCFA and Controller	12-24 months	Time and effort of business office, Executive Council, department directors, etc.	Increased knowledge, greater satisfaction and more transparency in the budgeting process.	
Review and revise the entire 600 series board policies and procedures.	Various business office personnel	24-36 months	Time and effort of business office personnel	Revised policies that more accurately reflect current practices.	

Goal 4: Improve Campus Connections (internal infrastructure, communication, alignments, consistency, in-service delivery)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Provide consistent communication and more frequent meetings among campuses					
B. Establish a college-wide calendar					
C. Identify and share by campus , listings of employees and specific job responsibilities					
D. Provide job specific cross training for employees					
E. Provide on-going communication about diverse functional areas, departments, and divisions serving students using e-mail, listserv, newsletters, and other sources					
F. Ensure that all three campuses are safe and have security					
G. Provide orientation for new students, faculty, and staff					
Provide a business office “corner” or “spot” in the faculty/ staff newsletter	Various business office personnel	At least quarterly	Business office personnel time and effort	Enhanced communication from the business office.	
Develop a business office/personnel directory (Who’s Who list) to assist faculty/staff/students.	Jill Plumley and Evelyn Hamilton	12 Months	None	Increased accessibility to business office and other personnel.	
Reduce the number of desktop printers and transition to more centralized printing	Vice Chancellor for Finance and Administration/Director of Information Technology	24 Months	New/revised lease agreements on copiers/printers	More cost efficient printing. Cost savings from the reduction of desktop printers and reduction in expense for toner/ink, etc.	

Goal 5: Develop and Support External Partnerships					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Increase business and industry partnerships. Training, and utilize these partnerships for recruitment and graduate job placement					
B. Increase 2 + 2 agreements or MOUs strengthening existing agreements					
C. Increase the number of campus jobs for students (not necessarily work-study)					
D. Obtain more resources to respond to college and student needs					
E. Enhance community and school relationships and increase the number of people engaged in the process					
F. Develop partnerships which promote more accessibility for students (transportation, etc,)					
Offer students the ability to receive financial aid refunds electronically.	Vice Chancellor for Finance and Administration	36 Months	Student tuition and fees to cover cost of services provided by third-party vendor.	Increased efficiency, decreased postage expense, and decrease in lost/returned checks	

CAREER PATHWAYS

Phillips Community College Strategic Plan
Department/Division/Functional Area: Career Pathways

Priority of Focus

Goal 1: Support for Instruction and Learning					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Increase the number and kind of courses and programs available to students					
B. Expand instructional delivery options with a special emphasis on developing College internet classes, cohort classes, and technology use in face- to-face instruction.					
CPI provides CPI eligible students with lab time or laptop check out to assist with internet classes.	Counselors	As needed	CPI funding	Increased number of students using these resources.	Ongoing...increase number of students who are using services.
C. Support new and emerging technology and provide state of the art equipment for instruction					
D. Ensure there are appropriate teaching and learning resources and classroom space					
Provide C NA students who are CPI eligible are provided with funding, academic supplies and support services.	CPI counselors	Summer	CPI funding/counselors	Number of CPI students who successfully complete the C NA program.	Ongoing... We expect 80% of CPI students to complete the C NA program.

Goal 2: Development and Learning for Staff and Faculty (professional development)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Provide more opportunities for division, departments, and functional area development					
Provide CPI staff with any professional development / training needed to prepare counselors	Director of CPI	On going	CPI funding state training.	New or create coaching strategies	Ongoing -Increase success of student attainment.

to provide student services					
B. Provide (share) "in-house" best practices embedded in training related to faculty and staff specific jobs					
CPI shares best practices with other departments and the college as a whole to help increase student retention and completion.	CPI staff	Ongoing	Staff	Increased knowledge for faculty and staff	Ongoing-Student retention and graduation rates.
C. Develop and implement an incentive for faculty and staff to choose to pursue an appropriate terminal degree					
D. Offer a variety of professional development activities on varied topics					
CPI state staff provides webinars	State staff	Ongoing	State staff	Idea sharing	Ongoing-Provide improved services to students
E. Share professional development information learned from training provided among departments and campuses (ensure it is on-going and re-enforced)					
Bring back any training information from off campus conferences	Director of CPI	Ongoing	Available funding	Increased knowledge of new/innovative educational resources.	Include new techniques in student workshops and trainings.
F. Explore and develop incentives to encourage continued education for employees (faculty and staff)					

Goal 3: Reviewed and Revised Policies, Procedures, Support (planning, budgets, protocols.					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Improve communication of policy changes (information shared with all and policies applied equitably)					
CPI monthly staff meetings include discussion of CPI policy, enrollment strategies, student	Director and counselors	Ongoing monthly	CPI state database, Datatel and Zogotech and individual spreadsheets.	Staff is aware of CPI performance measures that drive the funding each year.	Ongoing- Performance measures are met and funding is

attainment employment and budget concerns.					secured for the following year.
B. Develop transparency related to budgeting and allocation of funds					
Counselors have a budget that they maintain each fiscal year and have decision making responsibility for distribution of student support services.	Director-oversees all budgetary spending and counselors.	Ongoing each year	CPI funding and referrals to outside agencies	Increased the number of students and services that are served each semester.	Increased number of attainments.
C. Provide opportunities for questions, answers, and input					
Daily through phone/email conversations and monthly meetings	Director	Ongoing	CPI staff-to include all state staff, DWS/DHS and other community agencies.	Increased knowledge	Better customer service.
D. Promote pro-action rather than reaction to policies, procedures, and budgeting					
E. Evaluate policies and procedures to ensure there are no conflicts with UA System, merge policies where appropriate					

Goal 4: Improve Campus Connections (internal infrastructure, communication, alignments, consistency, in-service delivery)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Provide consistent communication and more frequent meetings among campuses					
CPI staff maintains good communication between campuses	All CPI staff	Ongoing		All staff is on the same page concerning CPI issues	Increased knowledge and supports for students.
B. Establish a college-wide calendar					

CPI could share information such as orientation dates, workshop dates, gas voucher pick up dates etc. through the student TV system.	CPI staff and IT	Fall 2019	CPI staff to deliver information to IT	Students will be more aware of important CPI news and information, which might result in increased enrollment.	To increase recruitment numbers.
C. Identify and share by campus , listings of employees and specific job responsibilities					
D. Provide job specific cross training for employees					
Train CPI counselors in purchasing and CPI monthly state reporting.	Director	Fall 2019	Time		
E. Provide on-going communication about diverse functional areas, departments, and divisions serving students using e-mail, listserv, newsletters, and other sources					
CPI counselors email faculty/staff as needed to update on current CPI activities and to share CPI information.	CPI staff	Ongoing	CPI staff	Sharing information with faculty/staff provides a wraparound case management approach with students.	Student retention and completion.
F. Ensure that all three campuses are safe and have security					
G. Provide orientation for new students, faculty, and staff					
CPI has orientation for students each semester.	CPI staff	Ongoing each semester	CPI staff	Students review the policy handbook for the CPI program and documentation of service requests are made at this time.	Staff is aware of the number of students requesting services and can budget accordingly.

Goal 5: Develop and Support External Partnerships					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Increase business and industry partnerships. Training, and utilize these partnerships for recruitment and graduate job placement					
B. Increase 2 + 2 agreements or MOUs strengthening existing agreements					
C. Increase the number of campus jobs for students (not necessarily work-study)					
D. Obtain more resources to respond to college and student needs					
CPI works with community agencies to provide referrals for students	CPI staff	Ongoing	Staff time	Staff records referrals in student file for follow up.	Retention and attainment
E. Enhance community and school relationships and increase the number of people engaged in the process					
CPI staff is involved and shares information with community members.	CPI staff	Ongoing	Staff time	Community organizations are informed and share information about CPI, which can increase enrollment.	Enrollment in CPI.
F. Develop partnerships which promote more accessibility for students (transportation, etc,)					
CPI staff on the works with partners to assist students with childcare and transportation assistance.	CPI staff	Ongoing	Staff time and availability of providers.	Enrollment and retention.	Partnerships assist with barrier reduction of CPI students.

CONTINUING AND COMMUNITY EDUCATION

CONCURRENT ENROLLMENT

Phillips Community College Strategic Plan
Department/Division/Functional Area: Concurrent

Diana Graves, Kyunta McCoy, Aaron Germany and Michelle Blasengame

Priority of Focus

Goal 1: Support for Instruction and Learning-N/A to this committee					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Increase the number and kind of courses and programs available to students					
B. Expand instructional delivery options with a special emphasis on developing College internet classes, cohort classes, and technology use in face- to-face instruction.					
C. Support new and emerging technology and provide state of the art equipment for instruction					
D. Ensure there are appropriate teaching and learning resources and classroom space					

Goal 2: Development and Learning for Staff and Faculty (professional development)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Provide more opportunities for division, departments, and functional area development					
Professional Development Workshop	High School Relations Directors	Spring – Summer 2019	Concurrent and C&TC instructors	Attendance	
B. Provide (share) “in-house” best practices embedded in training related to faculty and staff specific jobs					
N/A to this committee					
C. Develop and implement an incentive for faculty and staff to choose to pursue an appropriate terminal degree					
N/A to this committee					
D. Offer a variety of professional development activities on varied topics					

Professional Development Workshop/Work with Local Cooperative Extensions	CTC Staff and Faculty	Ongoing	Trainings are offered at no expense to staff or faculty	All staff and faculty attend at least one time per Academic year	
E. Share professional development information learned from training provided among departments and campuses (ensure it is on-going and re-enforced)					
Share this information with instructors though email and PD day	High School Relations Directors	Spring 2019 +	All employees	Email and face to face meetings	
F. Explore and develop incentives to encourage continued education for employees (faculty and staff)					
N/A to this committee					

Goal 3: Reviewed and Revised Policies, Procedures, Support (planning, budgets, protocols. N/A to this committee					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Improve communication of policy changes (information shared with all and policies applied equitably)					
B. Develop transparency related to budgeting and allocation of funds					
C. Provide opportunities for questions, answers, and input					
D. Promote pro-action rather than reaction to policies, procedures, and budgeting					
E. Evaluate policies and procedures to ensure there are no conflicts with UA System, merge policies where appropriate					

Goal 4: Improve Campus Connections (internal infrastructure, communication, alignments, consistency, in-service delivery)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Provide consistent communication and more frequent meetings among campuses					
PD Day, Emails, Regular meetings among the HS Relations Directors	High School Relations Directors	On-going	High School Relations Directors using emails and social media	Meeting minutes	
B. Establish a college-wide calendar					
Since each HS relations director serves multiple school district. We have our own calendars based on the needs of our school districts.					
C. Identify and share by campus , listings of employees and specific job responsibilities					
We have one for each campus but are looking to add people from other campus' to the list	High School Relations Directors	On-going	All employees		
D. Provide job specific cross training for employees					
Coordinate instructors in identical programs to visit the other campuses to identify best practices.	CTC Director	Ongoing	School car for traveling between campuses	Each faculty member visit classroom and observe their counterpart on the other campuses	
E. Provide on-going communication about diverse functional areas, departments, and divisions serving students using e-mail, listserv, newsletters, and other sources					
We currently use emails to contact instructors	High School Relations Directors	On-going	High School Relations Directors using		

			emails and social media		
F. Ensure that all three campuses are safe and have security					
N/A to this committee					
G. Provide orientation for new students, faculty, and staff					
Provide a “welcome” package for all new instructors and additional information for returning instructors	High School Relations Directors	Spring – Summer 2019	HR, Deans, Division Chairs and High School Relations Directors		

Goal 5: Develop and Support External Partnerships					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Increase business and industry partnerships. Training, and utilize these partnerships for recruitment and graduate job placement					
We invite speakers to the classes to discuss Job training, placement and active advisory boards	CTC Faculty	On going	Industry Leaders	One advisory meeting per semester	
B. Increase 2 + 2 agreements or MOUs strengthening existing agreements					
We currently use a template the we follow for all three campus	High School Relations Directors	On going	High School Relations Directors		
C. Increase the number of campus jobs for students (not necessarily work-study)					
N/A to this committee					
D. Obtain more resources to respond to college and student needs					
Listings of employees and specific job responsibilities	High School Relations Directors	On going	High School Relations Directors using		

			emails and social media		
E. Enhance community and school relationships and increase the number of people engaged in the process					
Encourage Faculty and staff to participate in activities at the school districts we serve. Including but not limited to senior days, financial aid nights, working concession stands during sporting events	High School Relations Directors	On going	High School Relations Directors using emails and social media to promote our attendance at events in the communities we serve	1 x semester for each school	
F. Develop partnerships which promote more accessibility for students (transportation, etc,)					
N/A to this committee					

CUSTODIAL

Phillips Community College Strategic Plan
Department/Division/Functional Area: Custodial and Maintenance

Priority of Focus

Goal 1: Support for Instruction and Learning /Not Applicable					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
a. Increase the number and kind of courses and programs available to students					
G. Expand instructional delivery options with a special emphasis on developing College internet classes, cohort classes, and technology use in face- to-face instruction.					
H. Support new and emerging technology and provide state of the art equipment for instruction					
I. Ensure there are appropriate teaching and learning resources and classroom space					

Goal 2: Development and Learning for Staff and Faculty (professional development)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Provide more opportunities for division, departments, and functional area development					
a. Develop a rotation for work to see all areas are covered.					
B. Provide (share) "in-house" best practices embedded in training related to faculty and staff specific jobs					
C. Develop and implement an incentive for faculty and staff to choose to pursue an appropriate terminal degree					
D. Offer a variety of professional development activities on varied topics					
a. Safety					
b. Work					

c. Using equipment					
d. Other work needs					
E. Share professional development information learned from training provided among departments and campuses (ensure it is on-going and re-enforced)					
F. Explore and develop incentives to encourage continued education for employees (faculty and staff)					

Goal 3: Reviewed and Revised Policies, Procedures, Support (planning, budgets, protocols. /Not Applicable					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Improve communication of policy changes (information shared with all and policies applied equitably)					
B. Develop transparency related to budgeting and allocation of funds					
C. Provide opportunities for questions, answers, and input					
D. Promote pro-action rather than reaction to policies, procedures, and budgeting					
E. Evaluate policies and procedures to ensure there are no conflicts with UA System, merge policies where appropriate					

Goal 4: Improve Campus Connections (internal infrastructure, communication, alignments, consistency, in-service delivery)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Provide consistent communication and more frequent meetings among campuses					
a) Create better communication between faculty & staff b) Advisement of upcoming construction c) More meetings with supervisors	Dunigan/Turner				

B. Establish a college-wide calendar					
C. Identify and share by campus , listings of employees and specific job responsibilities					
a. Make sure everyone is on same page b. Complete jobs faster for cleaner and maintained buildings (sparkline campus)	Dunigan/Turner				
C. Provide job specific cross training for employees					
a)More training on safety b)Radio communication between custodians c)CPR Certified and Defibrilator Training	Dunigan/Turner				
D. Provide on-going communication about diverse functional areas, departments, and divisions serving students using e-mail, listserv, newsletters, and other sources					
E. Ensure that all three campuses are safe and have security					
a) Keep campus safe Campus b) Expand security time	Dunigan/Turner				
F. Provide orientation for new students, faculty, and staff					
Goal 5: Develop and Support External Partnerships /Not Applicable					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
G. Increase business and industry partnerships. Training, and utilize these partnerships for recruitment and graduate job placement					

H. Increase 2 + 2 agreements or MOUs strengthening existing agreements					
I. Increase the number of campus jobs for students (not necessarily work-study)					
J. Obtain more resources to respond to college and student needs					
K. Enhance community and school relationships and increase the number of people engaged in the process					
L. Develop partnerships which promote more accessibility for students (transportation, etc.)					

DISTANCE LEARNING

Phillips Community College Strategic Plan
Department/Division/Functional Area: DISTANCE LEARNING

Priority of Focus

Goal 1: Support for Instruction and Learning	
A. Increase the number and kind of courses and programs available to students	
Strategic Actions	Work with the Department Chairs/Deans to establish online fast track course scheduling
Responsibility	Distance Learning Coordinator, VC for Instruction, Department Chairs/Deans, faculty
Timetable	Fall 2019
Resources	Online Faculty, Distance Learning Coordinator, Dept. Chairs/Deans
Measurable Outcome	Offer at least 2 fast track online courses Fall 2019
Status/Results	
A. Increase the number and kind of courses and programs available to students	
Strategic Actions	Work with the Division of Arts and Sciences to develop additional online science and math courses
Responsibility	Distance Learning Coordinator, VC for Instruction, Department Chairs for Arts and Sciences, Arts and Sciences faculty
Timetable	Fall 2019
Resources	Arts and Sciences faculty, Distance Learning Coordinator, Dept. Chairs for Arts and Sciences
Measurable Outcome	Offer at least 1 new science or math online course by Fall 2019
Status/Results	
B. Expand instructional delivery options with a special emphasis on developing College internet classes, cohort classes, and technology use in face- to-face instruction.	
Strategic Actions	Provide training to faculty using online LMS and technology in the classroom
Responsibility	Distance Learning Coordinator and distance learning support staff
Timetable	Ongoing
Resources	
Measurable Outcome	Offer 1 workshop each semester on all campuses pertaining to LMS or technology in the classroom beginning Fall 2019
Status/Results	
C. Support new and emerging technology and provide state of the art equipment for instruction	
Strategic Actions	Distance Learning support staff will attend distance learning technology conferences/webinars to keep abreast of the latest technology and distance learning concepts
Responsibility	Distance Learning Coordinator and distance learning support staff

Timetable	Ongoing
Resources	Distance Learning staff, financial support for conference fees/travel when necessary
Measurable Outcome	DL staff will attend at least 1 conference/webinar each semester beginning Fall 2019
C. Support new and emerging technology and provide state of the art equipment for instruction	
Strategic Actions	Distance Learning Coordinator and staff will work with the faculty development chair to offer technology training to faculty and staff
Responsibility	Distance Learning Coordinator, distance learning support staff, faculty development chair
Timetable	Fall 2019
Resources	Distance Learning Coordinator, DL staff, faculty development chair
Measurable Outcome	DL Coordinator/staff will teach at least 1 workshop each semester
D. Ensure there are appropriate teaching and learning resources and classroom space	
Strategic Actions	Work with the IT department and campus personnel to establish dedicated computer labs for use by the DL staff to proctor online exams
Responsibility	Distance Learning Coordinator and IT Director
Timetable	ASAP
Resources	Financial support and classroom space
Measurable Outcome	Each campus will have dedicated computer labs for proctoring online exams
Status/Results	

Goal 2: Development and Learning for Staff and Faculty (professional development)	
A. Provide more opportunities for division, departments, and functional area development	
Strategic Actions	Distance Learning support staff will attend distance learning technology conferences/webinars to keep abreast of the latest technology and distance learning concepts
Responsibility	Distance Learning Coordinator and distance learning support staff
Timetable	Ongoing
Resources	Distance Learning staff, financial support for conference fees/travel when necessary
Measurable Outcome	DL staff will attend at least 1 conference/webinar each semester beginning Fall 2019
Strategic Actions	Create an online help guide and tutorial videos for faculty in the use of the campus LMS
Responsibility	Distance Learning Coordinator and DL staff
Timetable	Ongoing
Resources	
Measurable Outcome	Online help guide and video tutorials will be available on campus website beginning Fall 2019

Status/Results	
B. Provide (share) "in-house" best practices embedded in training related to faculty and staff specific jobs	
Strategic Actions	
Responsibility	
Timetable	
Resources	
Measurable Outcome	
Status/Results	
C. Develop and implement an incentive for faculty and staff to choose to pursue an appropriate terminal degree	
Strategic Actions	
Responsibility	
Timetable	
Resources	
Measurable Outcome	
Status/Results	
D. Offer a variety of professional development activities on varied topics	
Strategic Actions	Develop 45 minute professional development workshops on online LMS and software which enhances distance learning technologies
Responsibility	Distance Learning Coordinator Distance Learning Committee
Timetable	1 workshop per semester to be offered beginning Fall 19
Resources	Computer lab
Measurable Outcome	Faculty who use online LMS should attend at least 1 workshop per year
Status/Results	
E. Share professional development information learned from training provided among departments and campuses (ensure it is on-going and re-enforced)	
Strategic Actions	Give reports of professional development workshops/webinars to the distance learning committee
Responsibility	Distance Learning Coordinator and DL staff
Timetable	Ongoing
Resources	
Measurable Outcome	Reports will be documented in DL Committee meeting minutes
Status/Results	
F. Explore and develop incentives to encourage continued education for employees (faculty and staff)	
Strategic Actions	

Responsibility	
Timetable	
Resources	
Measurable Outcome	
Status/Results	

Goal 3: Reviewed and Revised Policies, Procedures, Support (planning, budgets, protocols.	
A. Improve communication of policy changes (information shared with all and policies applied equitably)	
Strategic Actions	
Responsibility	
Timetable	
Resources	
Measurable Outcome	
Status/Results	
B. Develop transparency related to budgeting and allocation of funds	
Strategic Actions	
Responsibility	
Timetable	
Resources	
Measurable Outcome	
Status/Results	
C. Provide opportunities for questions, answers, and input	
Strategic Actions	
Responsibility	
Timetable	
Resources	
Measurable Outcome	
Status/Results	
D. Promote pro-action rather than reaction to policies, procedures, and budgeting	
Strategic Actions	
Responsibility	
Timetable	

Resources	
Measurable Outcome	
Status/Results	
E. Evaluate policies and procedures to ensure there are no conflicts with UA System, merge policies where appropriate	
Strategic Actions	
Responsibility	
Timetable	
Resources	
Measurable Outcome	
Status/Results	

Goal 4: Improve Campus Connections (internal infrastructure, communication, alignments, consistency, in-service delivery)	
A. Provide consistent communication and more frequent meetings among campuses	
Strategic Actions	Establish monthly DL staff meeting
Responsibility	Distance Learning Coordinator
Timetable	Spring 2019 and ongoing
Resources	
Measurable Outcome	DL staff meeting minutes will be recorded
Status/Results	
B. Establish a college-wide calendar	
Strategic Actions	
Responsibility	
Timetable	
Resources	
Measurable Outcome	
Status/Results	
C. Identify and share by campus , listings of employees and specific job responsibilities	
Strategic Actions	
Responsibility	
Timetable	
Resources	
Measurable Outcome	

Status/Results	
D. Provide job specific cross training for employees	
Strategic Actions	
Responsibility	
Timetable	
Resources	
Measurable Outcome	
Status/Results	
E. Provide on-going communication about diverse functional areas, departments, and divisions serving students using e-mail, listserv, newsletters, and other sources	
Strategic Actions	
Responsibility	
Timetable	
Resources	
Measurable Outcome	
Status/Results	
F. Ensure that all three campuses are safe and have security	
Strategic Actions	
Responsibility	
Timetable	
Resources	
Measurable Outcome	
Status/Results	
G. Provide orientation for new students, faculty, and staff	
Strategic Actions	Create an online help guide and video tutorials for students in the use of the campus LMS
Responsibility	Distance Learning Coordinator and DL Staff
Timetable	Fall 2019
Resources	Webpage
Measurable Outcome	Online help guide and video tutorials will be available on campus webpage beginning Fall 2019
Status/Results	

Goal 5: Develop and Support External Partnerships	
A. Increase business and industry partnerships. Training, and utilize these partnerships for recruitment and graduate job placement	
Strategic Actions	
Responsibility	
Timetable	
Resources	
Measurable Outcome	
Status/Results	
B. Increase 2 + 2 agreements or MOUs strengthening existing agreements	
Strategic Actions	
Responsibility	
Timetable	
Resources	
Measurable Outcome	
Status/Results	
C. Increase the number of campus jobs for students (not necessarily work-study)	
Strategic Actions	
Responsibility	
Timetable	
Resources	
Measurable Outcome	
Status/Results	
D. Obtain more resources to respond to college and student needs	
Strategic Actions	Seek grant opportunities in the area of distance education and technology
Responsibility	Distance Learning Coordinator
Timetable	Ongoing
Resources	Distance Learning Coordinator
Measurable Outcome	The Distance Learning Department will be awarded 1 grant over the next 5 years
Status/Results	
E. Enhance community and school relationships and increase the number of people engaged in the process	
Strategic Actions	

Responsibility	
Timetable	
Resources	
Measurable Outcome	
Status/Results	
F. Develop partnerships which promote more accessibility for students (transportation, etc,)	
Strategic Actions	
Responsibility	
Timetable	
Resources	
Measurable Outcome	
Status/Results	

FINANCIAL AID

Phillips Community College Strategic Plan
Department/Division/Functional Area: Financial Aid

Priority of Focus

Goal 1: Support for Instruction and Learning					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Provide students with more FA information early on regarding financial aid application processes and communicating with local high schools, as well as with college staff/employees the same information and the importance of students applying for aid early every year. Assist FA staff with conducting presentations in area high schools or here at the college to educate students and families about the value of a college education and paying for college costs. Making every effort to ensure students are aware to follow up with contacting their campus financial aid offices to be sure their information has been received from the federal processing center and is being processed in a timely manner for the upcoming award year.					
B. Expand on making sure students and PCCUA staff are aware of the availability of Year-Round Pell during the summer. This will increase the college's summer enrollment and will ensure students who are aware of these available funds take advantage of it and enroll in 6 or more house during the summer if they qualify. This will enable students who take more classes during the year to be able to graduate earlier with their degree.					
C. Support new and emerging technology that will enhance the application process for students which will enable them to apply for federal and state financial aid and scholarships as early as possible through FAFSA, the ADHE website, and through the institution; especially for graduating seniors and for returning students. Technology has made it easier than ever today to meet students' needs.					
D. Ask for feedback from our students when we are trying to make informed decisions about incorporating strategies and new ideas to improve enrollment. Our focus should be on what tools we can use that will enhance or improve their ability to succeed while they are enrolled. We must also be mindful of our students' access to technology because not all students have the same level of technology at home as other students. Therefore, whatever we can provide our students in order for them to succeed and graduate should be our top priority.					

Goal 2: Development and Learning for Staff and Faculty (professional development)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Provide and seek more opportunities for FA staff professional development. Make FA staff aware that we encourage them to take classes and to obtain additional degrees when they can. Share professional development information learned from financial aid training and workshops among all FA staff and campuses (ensure it is on-going and re-enforced).					
B. Communicate and (share) “in-house” best practices to students and to other PCCUA staff, especially to the business office, on changes to financial aid and any other new compliance changes that may occur during FA reauthorization or during the year.					
C. Work with the scholarship office and others to create additional avenues that will increase funding sources for our traditional and non-traditional students. Develop a plan or grant to increase funding opportunities for those students who are not eligible for Pell Grants; or whose family income may be “stuck in that middle ground” which disqualifies them from receiving 100% or the full amount of their need-based aid. We have got to find a way to close the financial gap between what middle-income families are expected to pay toward the cost of their tuition, fees, and books.					
D. Offer some type of emergency aid and/or financial support for those students needing additional aid during a semester they may be enrolled. Especially since we, (PCCUA), no longer offer student loans. Student loans were always considered the most popular emergency aid that could be offered to students.					
E. Explore and develop incentives to encourage continued educational opportunities for FA staff. And continue to focus on what is in the best interest of the students that we (PCCUA) serve.					
F. Assist in data collection and the exchange of FA information internally and externally. And make every effort to attend professional meetings, campus committee meetings, and Executive Council meetings.					

Goal 3: Reviewed and Revised Policies, Procedures, Support (planning, budgets, protocols.					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Improve communication of FA policy changes (information shared with all staff and policies applied equitably). Assist all FA staff in staying current on federal and state regulations, and implementing policies and procedures that reflect institutional or regulatory changes. Continue to serve as a knowledgeable resource person for all other staff members, and assist in coordinating the training of new staff when necessary.					
B. Provide opportunities for questions, answers, and input to be sure that all FA staff are on the same page as far as changes in institutional and financial aid policies and procedures are concerned.					
C. Improve communication with our students to be sure they are also aware of any changes in federal, state, and institutional financial aid policies that may apply to them or affect their eligibility for aid.					

GEAR UP

Phillips Community College Strategic Plan
Department/Division/Functional Area: GEAR UP

Priority of Focus

Goal 1: Support for Instruction and Learning					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
D. Increase the number and kind of courses and programs available to students					
GEAR UP graduates will be offered a summer “bridge” course that teaches life skills (ex. Financial Literacy, strategic decision making, short and long-term planning)	GEAR UP Director	Summer 2019 Summer 2025	Via contracted services, GEAR UP funding and PCCUA classroom space	Number of eligible GEAR UP students completing the course	Planning
E. Expand instructional delivery options with a special emphasis on developing College internet classes, cohort classes, and technology use in face- to-face instruction.					
GEAR UP teachers will be offered the opportunity to take Coding classes at PCCUA	GEAR UP Director	2019-2020 academic year	GEAR UP funding and PCCUA offered courses	Number of GEAR UP teachers who complete the Coding certificate	Planning
F. Support new and emerging technology and provide state of the art equipment for instruction					
GEAR UP staff will purchase a state of the art mobile computer lab to be used for on-campus professional development for GEAR UP teachers	GEAR UP Director	2019-2020 academic year	GEAR UP funding	Arrival of the mobile computer lab	Planning
G. Ensure there are appropriate teaching and learning resources and classroom space					

GEAR UP will transform its open office area into a classroom able to be used for GEAR UP professional development	GEAR UP Director	Summer 2019	GEAR UP Extension grant funds	Completion of the space transformation	Planning
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Goal 2: Development and Learning for Staff and Faculty (professional development)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Provide more opportunities for division, departments, and functional area development					
GEAR UP will offer GEAR UP partners an annual on-campus professional development on a topic related to improving classroom/school success. Additionally, GEAR UP will offer GEAR UP teachers and staff the opportunity to complete an Adult Learning licensure program, Reading Apprenticeship training, Math and Technology training, Professional Learning Community training, Coding training, I-	GEAR UP Director	Now- 2025	GEAR UP funds	Number of teachers and staff taking advantage of PD opportunities	Ongoing

Ready training, ACT Prep training and Standards Institute training to help schools meet GEAR UP goals					
B. Provide (share) "in-house" best practices embedded in training related to faculty and staff specific jobs					
GEAR UP will offer "best practice"-based professional development (Reading Apprenticeship training, Math and Technology training, Professional Learning Community training, Standards Institute training) for GEAR UP staff and teachers	GEAR UP Director	Now-2025	GEAR UP funds	Number of teachers and staff taking advantage of PD opportunities	Ongoing
C. Develop and implement an incentive for faculty and staff to choose to pursue an appropriate terminal degree					
If allowable, GEAR UP will provide funding (tuition reimbursement, travel reimbursement, book expenses) and time for any PCCUA full-time GEAR UP employee who desires to complete a terminal degree	GEAR UP Director	Now-2025	GEAR UP funds, PCCUA space	Number of eligible employees completing a terminal degree	Ongoing
D. Offer a variety of professional development activities on varied topics					

<p>GEAR UP will offer GEAR UP staff and GEAR UP partners with an annual on-campus professional development on a topic related to improving classroom/school success.</p> <p>Additionally, GEAR UP will offer GEAR UP teachers and staff with the opportunity to complete an Adult Learning licensure program, Reading Apprenticeship training, Math and Technology training, Professional Learning Community training, Coding training, I-Ready training, ACT Prep training and Standards Institute training to help schools meet GEAR UP goals</p>	<p>GEAR UP Director</p>	<p>Now-2025</p>	<p>GEAR UP funds, PCCUA space</p>	<p>Number of attendees and participants</p>	<p>Ongoing</p>
<p>E. Share professional development information learned from training provided among departments and campuses (ensure it is on-going and re-enforced)</p>					
<p>GEAR UP will offer partner schools the opportunity to train</p>	<p>GEAR UP Director</p>	<p>Summer 2019</p>	<p>GEAR UP funds</p>	<p>Number of participants</p>	<p>Beginning Fall 2019</p>

to be effective Professional Learning Communities (PLC)					
F. Explore and develop incentives to encourage continued education for employees (faculty and staff)					
If allowable, GEAR UP will provide funding (tuition reimbursement, travel reimbursement, book expenses) and time for any PCCUA full-time GEAR UP employee who desires to complete a terminal degree	GEAR UP Director	Now-2025	GEAR UP funds	Number of participants	Ongoing

Goal 3: Reviewed and Revised Policies, Procedures, Support (planning, budgets, protocols).					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Improve communication of policy changes (information shared with all and policies applied equitably)					
GEAR UP will fund the attendance of PCCUA's President, VC of Finance, and VC of Academics to attend both GEAR UP annual conferences	GEAR UP Director	Now-2025	GEAR UP funds	Number of eligible attendees	Ongoing
B. Develop transparency related to budgeting and allocation of funds					
GEAR UP will submit its budget to the appropriate office annually	GEAR UP Director	Now-2025	GEAR UP funds	Submission of budget	Ongoing
C. Provide opportunities for questions, answers, and input					

GEAR UP will respond to email questions and requests in a timely manner	All GEAR UP staff	Now-2025	Computers, email accounts	Response to emails	Ongoing
D. Promote pro-action rather than reaction to policies, procedures, and budgeting					
GEAR UP will present its grant proposal to Executive staff before submitting it to DOE	GEAR UP grant writer	2019, 2025	Grant writer	Submission of grant proposal	Summer 2025
E. Evaluate policies and procedures to ensure there are no conflicts with UA System, merge policies where appropriate					
GEAR UP will present all requests for large budgetary expenditures, hiring and contracted services to VC of Academics	GEAR UP Director	Now-2025	PCCUA system	Submission of request to expend funds, hire, and contract services	Ongoing

Goal 4: Improve Campus Connections (internal infrastructure, communication, alignments, consistency, in-service delivery)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Provide consistent communication and more frequent meetings among campuses					
GEAR UP will share its activities at PCCUA's Curriculum meetings	GEAR UP Director	As meetings occur		Sharing of GEAR UP activities	Ongoing
B. Establish a college-wide calendar					
GEAR UP will provide VC of Academics will a yearly outline of anticipated activities by month	GEAR UP Director	Now-2025	Email	Submission of outline of events by month	Provided Fall 2018
C. Identify and share by campus , listings of employees and specific job responsibilities					

GEAR UP will submit job descriptions and titles for new hires to appropriate office	GEAR UP Director	Now-2025	Part-time employee form	Submission of job descriptions and/or titles for new hires	Ongoing
E. Provide job specific cross training for employees					
When possible, GEAR UP will provide new employees with the opportunity to train with the current employee prior to the departure of the current employee	GEAR UP Director	Now-2025	GEAR UP funds	Provision of the opportunity to train with current employee	Ongoing
F. Provide on-going communication about diverse functional areas, departments, and divisions serving students using e-mail, listserv, newsletters, and other sources					
When appropriate, GEAR UP will use email to invite PCCUA departments to participate in GEAR UP professional development opportunities	GEAR UP Director	Now-2025	GEAR UP funds	Provision of professional development opportunities	Ongoing
G. Ensure that all three campuses are safe and have security					
GEAR UP will lock its doors as appropriate	GEAR UP employees	Now-2025	Keys	Locking of doors	Ongoing
H. Provide orientation for new students, faculty, and staff					
GEAR UP will hold an annual meeting at the start of the school year for all GEAR UP employees	GEAR UP Director	October of each year	PCCUA space, contracted services	Meeting attendance	October 2018

Goal 5: Develop and Support External Partnerships					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Increase business and industry partnerships. Training, and utilize these partnerships for recruitment and graduate job placement					
GEAR UP "Bridge" program will provide GEAR UP student participants with the opportunity to intern with college and community partners	GEAR UP Director	Summer 2025	GEAR UP funding	Number of participants	Planning
B. Increase 2 + 2 agreements or MOUs strengthening existing agreements					
GEAR UP will complete partnership forms for all partners with the submission of each GEAR UP grant	GEAR UP Director	Summer 2025	GEAR UP funding	Completed partnership forms	Summer 2018
C. Increase the number of campus jobs for students (not necessarily work-study)					
GEAR UP "Bridge" program will provide GEAR UP participants with the opportunity to intern within college divisions	GEAR UP Director	Summer 2019 Summer 2025	GEAR UP funding	Number of participants	Planning
D. Obtain more resources to respond to college and student needs					
GEAR UP will resubmit its grant to DOE	GEAR UP Director	Summer 2025	GEAR UP funding	Grant submission	Planning
E. Enhance community and school relationships and increase the number of people engaged in the process					
GEAR UP will work to fulfill its obligations to its community partners as outlined	GEAR UP staff	Now-2025	GEAR UP funding	GEAR UP goal accomplishments	Ongoing

by the GEAR UP grant goals					
F. Develop partnerships which promote more accessibility for students (transportation, etc,)					
GEAR UP will work to fulfill its obligations to its community partners as outlined by the GEAR UP grant goals	GEAR UP staff	Now-2025	GEAR UP funding	GEAR UP goal accomplishments	Ongoing

HUMAN RESOURCES

Phillips Community College Strategic Plan
Department/Division/Functional Area: Human Resources (HR)

Priority of Focus

Goal 1: Support for Instruction and Learning					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Increase the number and kind of courses and programs available to students					
B. Expand instructional delivery options with a special emphasis on developing College internet classes, cohort classes, and technology use in face- to-face instruction.					
C. Support new and emerging technology and provide state of the art equipment for instruction					
D. Ensure there are appropriate teaching and learning resources and classroom space					
Increase efforts to employ faculty & staff that reflect the diversity of our student body.	HR & Dept. heads	On-going			

Goal 2: Development and Learning for Staff and Faculty (professional development)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Provide more opportunities for division, departments, and functional area development					
B. Provide (share) “in-house” best practices embedded in training related to faculty and staff specific jobs					
C. Develop and implement an incentive for faculty and staff to choose to pursue an appropriate terminal degree					
D. Offer a variety of professional development activities on varied topics					
HR Topics for in-service to include	College Advancement/HR	2 x year			

diversity training for faculty and staff					
E. Share professional development information learned from training provided among departments and campuses (ensure it is on-going and re-enforced)					
F. Explore and develop incentives to encourage continued education for employees (faculty and staff)					

Goal 3: Reviewed and Revised Policies, Procedures, Support (planning, budgets, protocols).					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Improve communication of policy changes (information shared with all and policies applied equitably)					
Include a Did You Know section in the internal newsletter about policy	College Advancement	Monthly	UA and PCCUA Policy	Monthly	
B. Develop transparency related to budgeting and allocation of funds					
Develop system to ensure equity in salary adjustments and promotions for non-faculty and non-classified.	HR, Vice Chancellors, Chancellor to appoint a committee		Available budgeted funds to support any financial costs		
C. Provide opportunities for questions, answers, and input					
Include this during HR in-service	College Advancement/HR	2x year			
D. Promote pro-action rather than reaction to policies, procedures, and budgeting					
Employee Handbook	College Advancement	At least 1x year	UA and PCCUA Policy	annually	
E. Evaluate policies and procedures to ensure there are no conflicts with UA System, merge policies where appropriate					
Promote diversity and inclusion throughout the institution.	Initiated with the Chancellor and implemented	Begin as soon as possible-ongoing			

	throughout college campuses				
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Goal 4: Improve Campus Connections (internal infrastructure, communication, alignments, consistency, in-service delivery)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Provide consistent communication and more frequent meetings among campuses					
Hold Regular meetings to encourage and gather input from the college community as a whole.	Chancellor, and/or HR	Couple times a year			
B. Establish a college-wide calendar					
Work with IT, Faculty, Staff	IT/College Advancement	January 2020	MS Office Integration	Must be ready to be used in WorkDay	
C. Identify and share by campus , listings of employees and specific job responsibilities					
Performance Evaluations	College Advancement/HR	To be completed by July 1	ADHE and UA Policy and Procedures		
D. Provide job specific cross training for employees					
E. Provide on-going communication about diverse functional areas, departments, and divisions serving students using e-mail, listserv, newsletters, and other sources					
Internal Newsletter Web Advisor	College Advancement/HR	On-going updates	PCCUA and UA Policy		
F. Ensure that all three campuses are safe and have security					
G. Provide orientation for new students, faculty, and staff					

Goal 5: Develop and Support External Partnerships					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Increase business and industry partnerships. Training, and utilize these partnerships for recruitment and graduate job placement					
B. Increase 2 + 2 agreements or MOUs strengthening existing agreements					
C. Increase the number of campus jobs for students (not necessarily work-study)					
D. Obtain more resources to respond to college and student needs					
E. Enhance community and school relationships and increase the number of people engaged in the process					
F. Develop partnerships which promote more accessibility for students (transportation, etc,)					

INSTITUTIONAL TECHNOLOGY
&
INSTITUTIONAL RESEARCH

Phillips Community College Strategic Plan
Department/Division/Functional Area: _____ IT/ IR _____

Priority of Focus

Goal 1: Support for Instruction and Learning					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Increase the number and kind of courses and programs available to students					
Increase the amount of Internet bandwidth available at all campuses	Information Technology	End of Qtr 1 2019	External partnership with AREON	Installation of circuits.	Implementation process has been started and is being monitored.
B. Expand instructional delivery options with a special emphasis on developing College internet classes, cohort classes, and technology use in face- to-face instruction.					
Increase the amount of Internet bandwidth available at all campuses	Information Technology	End of Qtr 1 2019	External partnership with AREON	Installation of circuits.	Implementation process has been started and is being monitored.
C. Support new and emerging technology and provide state of the art equipment for instruction					
Continue to replace older Smart boards and prepare for different platform for CV delivery.	Information Technology	Ongoing		New equipment being placed in classrooms and new software platform.	Michelle and I have had initial discussions about a new CV software platform.
D. Ensure there are appropriate teaching and learning resources and classroom space					
Restructuring Arkansas county campus networks to separate classrooms onto their own network equipment	Information Technology	Ongoing	New Network switches	New equipment will be in network closets	We have procured 20 formerly used switches from UA Fayetteville at no cost. We are awaiting the logistics to receive the equipment.

Goal 2: Development and Learning for Staff and Faculty (professional development)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Provide more opportunities for division, departments, and functional area development					
Discuss with Executive Council a plan to target specific fac/staff for training, and develop an every Friday training time,	IT / Executive Council.			A plan will be implemented and communicated.	Not yet started.
B. Provide (share) "in-house" best practices embedded in training related to faculty and staff specific jobs					
There is on-going Zogotech training.	IR				
C. Develop and implement an incentive for faculty and staff to choose to pursue an appropriate terminal degree					
NA					
D. Offer a variety of professional development activities on varied topics					
Discuss with Executive Council a plan to target specific fac/staff for training, and develop an every Friday training time,	IT / Executive Council.			A plan will be implemented and communicated.	Not yet started.
E. Share professional development information learned from training provided among departments and campuses (ensure it is on-going and re-enforced)					
Discuss with Executive Council a plan to target specific fac/staff for training, and develop an every Friday training time,	IT / Executive Council.			A plan will be implemented and communicated.	Not yet started.
F. Explore and develop incentives to encourage continued education for employees (faculty and staff)					
NA					

Goal 3: Reviewed and Revised Policies, Procedures, Support (planning, budgets, protocols.					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Improve communication of policy changes (information shared with all and policies applied equitably)					
Create an IT Team page that will be used as a “blog” to communicate new projects and or changes that will affect users/students.	Information Technology	Ongoing	Sharepoint for Office 365	Site will be implemented.	Not yet started.
B. Develop transparency related to budgeting and allocation of funds					
NA					
C. Provide opportunities for questions, answers, and input					
Create similar Team site for Business department / Executive Council to communicate changes.	Information Technology / Executive Council	Ongoing	Sharepoint for Office 365	Site will be implemented.	Not yet started.
D. Promote pro-action rather than reaction to policies, procedures, and budgeting					
NA					
E. Evaluate policies and procedures to ensure there are no conflicts with UA System, merge policies where appropriate					
Meet with UA counterpart to determine changes in policy that need to be implemented.	Information Technology	Ongoing			Not yet started.

Goal 4: Improve Campus Connections (internal infrastructure, communication, alignments, consistency, in-service delivery)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Provide consistent communication and more frequent meetings among campuses					
Pending the new data bandwidth in Stuttgart, promote the use of online meetings from offices via Skype.	Information Technology	Ongoing		Increased use of Skype.	Pending bandwidth upgrade.
B. Establish a college-wide calendar					
Create an online calendar for all-three campuses to use.	Information Technology / Executive Council	Implement in Qtr2 2019	Sharepoint	Calendar will be online and accessible.	The calendar has been created. Executive Council needs to meet to determine who needs access and permissions.
C. Identify and share by campus , listings of employees and specific job responsibilities					
Facilitate the posting of this information On-line.	Information Technology / Departments	Ongoing	Website	Updates begin to be made.	Not started.
D. Provide job specific cross training for employees					
IT Staff will begin an internal communication process to share processes.	Information Technology	Ongoing	Office 365 apps		Not started.
E. Provide on-going communication about diverse functional areas, departments, and divisions serving students using e-mail, listserv, newsletters, and other sources					
Create similar Team site for Business department / Executive Council to	Information Technology / Executive Council	Ongoing	Sharepoint for Office 365	Site will be implemented.	Not yet started.

communicate changes.					
F. Ensure that all three campuses are safe and have security					
NA					
G. Provide orientation for new students, faculty, and staff					
Continue to work within the college Orientation framework.	Information Technology and Orientation Team.	Ongoing			Ongoing

Goal 5: Develop and Support External Partnerships					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Increase business and industry partnerships. Training, and utilize these partnerships for recruitment and graduate job placement					
NA					
B. Increase 2 + 2 agreements or MOUs strengthening existing agreements					
NA					
C. Increase the number of campus jobs for students (not necessarily work-study)					
NA					
D. Obtain more resources to respond to college and student needs					
E. Enhance community and school relationships and increase the number of people engaged in the process					
NA					
F. Develop partnerships which promote more accessibility for students (transportation, etc.)					

LIBRARY

Phillips Community College Strategic Plan
Department/Division/Functional Area: Library

Priority of Focus

Goal 1: Support for Instruction and Learning					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Increase the number and kind of courses and programs available to students					
Strengthen working partnerships with faculty to facilitate collection development	Library Director	Ongoing as required	Faculty	Materials added to library collection to support specific classroom assignments	New materials added for faculty development and Allied Health
B. Expand instructional delivery options with a special emphasis on developing College internet classes, cohort classes, and technology use in face- to-face instruction.					
Enhance library presence on college website	Library Director	Ongoing as required	College Webmaster	Library webpage content current and easily located on college website	Library webpage update schedule in place
C. Support new and emerging technology and provide state of the art equipment for instruction					
D. Ensure there are appropriate teaching and learning resources and classroom space					

Goal 2: Development and Learning for Staff and Faculty (professional development)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Provide more opportunities for division, departments, and functional area development					
Identify training opportunities for library staff and programs; identify key library personnel for participation; explore options for	Library Director	Ongoing and as required	Arkansas State Library, III Library Services, OCLC, Amigos Library Services, Arkansas Library Association	Attendance and successful completion of training; information sharing with library staff at the library in-service	Library Director completed online Amigos; annual library staff in-service completed

webinars and free training offered by Arkansas State Library					
B. Provide (share) "in-house" best practices embedded in training related to faculty and staff specific jobs					
C. Develop and implement an incentive for faculty and staff to choose to pursue an appropriate terminal degree					
D. Offer a variety of professional development activities on varied topics					
E. Share professional development information learned from training provided among departments and campuses (ensure it is on-going and re-enforced)					
F. Explore and develop incentives to encourage continued education for employees (faculty and staff)					

PUBLIC RELATIONS AND ADVANCEMENT

Phillips Community College Strategic Plan
Department/Division/Functional Area: Public Relations/Advancement

Priority of Focus

Goal 1: Support for Instruction and Learning					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Increase the number and kind of courses and programs available to students					
Development and implementation of program brochures to include program sheets and a programs brochure	Advancement Office	Ongoing	Printing services Deans, chairs, program managers, etc.	Program sheets Programs brochure	
B. Expand instructional delivery options with a special emphasis on developing College internet classes, cohort classes, and technology use in face- to-face instruction.					
Continue using geo fencing to promote online classes to our communities	Advancement Office	Ongoing	Prime Media-cost of advertising	Digital reports through prime media	
C. Support new and emerging technology and provide state of the art equipment for instruction					
Produce news releases and social media to promote instructional technology	Advancement Office	Ongoing		Published items	
D. Ensure there are appropriate teaching and learning resources and classroom space					

Goal 2: Development and Learning for Staff and Faculty (professional development)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Provide more opportunities for division, departments, and functional area development					

Assist in the promotion of professional development activities	Advancement Office	Ongoing	Faculty senate, Deans, chairs, program managers, etc.	Email communication; insertion faculty/staff newsletter	
B. Provide (share) "in-house" best practices embedded in training related to faculty and staff specific jobs					
Share in internal faculty/staff newsletter	Advancement office	Ongoing	Faculty senate, Deans, chairs, program managers, etc.	Email newsletter to list serve	
C. Develop and implement an incentive for faculty and staff to choose to pursue an appropriate terminal degree					
D. Offer a variety of professional development activities on varied topics					
E. Share professional development information learned from training provided among departments and campuses (ensure it is on-going and re-enforced)					
Share in internal faculty/staff newsletter by creating a column "Did you know"	Advancement office	Spring 2019 +	All employees	Email newsletter to list serve	
F. Explore and develop incentives to encourage continued education for employees (faculty and staff)					

Goal 3: Reviewed and Revised Policies, Procedures, Support (planning, budgets, protocols.					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
G. Improve communication of policy changes (information shared with all and policies applied equitably)					
Share in internal faculty/staff newsletter as a part "did you know"	Advancement Office	Spring 2019+		Email newsletter to list serve	
H. Develop transparency related to budgeting and allocation of funds					

I. Provide opportunities for questions, answers, and input					
J. Promote pro-action rather than reaction to policies, procedures, and budgeting					
K. Evaluate policies and procedures to ensure there are no conflicts with UA System, merge policies where appropriate					

Goal 4: Improve Campus Connections (internal infrastructure, communication, alignments, consistency, in-service delivery)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Provide consistent communication and more frequent meetings among campuses					
Encourage faculty/staff to share information to be released for newspaper, social media	College Advancement	On-going	All employees	Newsletters	
B. Establish a college-wide calendar					
C. Identify and share by campus , listings of employees and specific job responsibilities					
Continue listing faculty/staff in college catalog; feature employees in newsletter	College Advancement	On-going	All employees	College Catalog Newsletters	
D. Provide job specific cross training for employees					
Provide FaceBook, Instagram, Twitter training for all PR Staff on all campuses	College Advancement	Spring 2019; Summer 2019 and beyond			
E. Provide on-going communication about diverse functional areas, departments, and divisions serving students using e-mail, listserv, newsletters, and other sources					
F. Ensure that all three campuses are safe and have security					

Provide crisis flip charts and manuals for all three campuses	College Advancement	On-going; annual revisions	Printing services	Flip charts, manuals	
G. Provide orientation for new students, faculty, and staff					
Provide a “welcome” package for all new employees	College Advancement through Personnel Dept.	Spring 2019 and beyond	Promotional items Personnel Dept.		

Goal 5: Develop and Support External Partnerships					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Increase business and industry partnerships. Training, and utilize these partnerships for recruitment and graduate job placement					
Support efforts through custom mailouts and special activities	College Advancement	On-going	Printing services, Postage Deans, chairs, program managers, etc.		
Student Spotlight	College Advancement	Once a quarter			
Updated website	IT/College Advancement	On-going			
B. Increase 2 + 2 agreements or MOUs strengthening existing agreements					
Promote 2+2 programs through creative social media, brochures, postcards, flyers	College Advancement Prime Media	Spring 2019 and beyond	Deans, chairs, program managers, etc.	Social media, Postcards, brochures, flyers	
C. Increase the number of campus jobs for students (not necessarily work-study)					
D. Obtain more resources to respond to college and student needs					
Secure additional funding with	College Advancement;	2x year	RidgeRunner Magazine	2x year	

scholarships and grant opportunities	Foundation Council Members				
E. Enhance community and school relationships and increase the number of people engaged in the process					
Encourage Faculty to teach a segment at the high school	College Advancement; High School Relations	Spring 2019 and beyond	Promotional materials Faculty, Deans, chairs, program managers, etc.	1 x semester for each school	
F. Develop partnerships which promote more accessibility for students (transportation, etc.)					

REGISTRAR, ADMISSIONS, AND OTHER REPORTS

Phillips Community College Strategic Plan
Department/Division/Functional Area: Admissions/Registrar

Priority of Focus

Goal 1: Support for Instruction and Learning					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Increase the number and kind of courses and programs available to students					
Use student activities/student focus groups to get input about course offerings/programs	Student activities team	Year 1, ongoing		Student input leads to more efficient course offerings, in-demand programs	
B. Expand instructional delivery options with a special emphasis on developing College internet classes, cohort classes, and technology use in face- to-face instruction.					
Maintain a list of courses that students request to take online but are not offered	Admissions	Year 1, ongoing		More courses offered online	
C. Support new and emerging technology and provide state of the art equipment for instruction					
Possible online registration for students (would need to determine policy/procedure)	Admissions/advising	Year 2	WebAdvisor?	Students able to register online	
Provide ID machine for DeWitt campus use	Admissions/IT	Year 1	Budgeted funds	No wait for ID for DeWitt students	
D. Ensure there are appropriate teaching and learning resources and classroom space					

Goal 2: Development and Learning for Staff and Faculty (professional development)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Provide more opportunities for division, departments, and functional area development					
More departmental meetings between campuses	Admissions	Year 1	Staff	Meeting minutes	
B. Provide (share) "in-house" best practices embedded in training related to faculty and staff specific jobs					
Visit other campus's admissions offices to make sure training has been successful and offices are efficient	Admissions	Year 1	Staff	All campuses are using best practices and providing excellent customer service	
C. Develop and implement an incentive for faculty and staff to choose to pursue an appropriate terminal degree					
Provide raises after completion of degree	HR/Business	Ongoing		Incentives lead to more terminal degrees	
Help with student loans	Business	Ongoing			
D. Offer a variety of professional development activities on varied topics					
Make people more aware of training opportunities				More faculty/staff attend trainings	
E. Share professional development information learned from training provided among departments and campuses (ensure it is on-going and re-enforced)					
Those that attend conferences are required to submit notes for review, or meet with group to discuss any best practices learned	Admissions	Ongoing		All department employees benefit from information instead of one person	

F. Explore and develop incentives to encourage continued education for employees (faculty and staff)					
Create flyer/database of online degrees offered across state and UA system		Year 1		More employees take advantage of online course offerings to complete degree	

Goal 3: Reviewed and Revised Policies, Procedures, Support (planning, budgets, protocols.					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Improve communication of policy changes (information shared with all and policies applied equitably)					
Use Admissions meetings to go over minutes from Executive Council meetings	VCSS	Ongoing		Admissions staff is more familiar with policy/procedure	
B. Develop transparency related to budgeting and allocation of funds					
Training on how to view budgets on WebAdvisor	VCSS/Business Office	Year 1		Staff can view budgets and determine funds available/used	
C. Provide opportunities for questions, answers, and input					
D. Promote pro-action rather than reaction to policies, procedures, and budgeting					
Regular staff meetings allow to discuss future obstacles and prepare	Admissions	Year 1		Staff will be prepared for possible problems in the admissions process	
E. Evaluate policies and procedures to ensure there are no conflicts with UA System, merge policies where appropriate					

Goal 4: Improve Campus Connections (internal infrastructure, communication, alignments, consistency, in-service delivery)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Provide consistent communication and more frequent meetings among campuses					
Develop relationship with other campus representatives	Admissions	Year 1			
B. Establish a college-wide calendar					
Establish people on each campus to enter info onto calendar					
C. Identify and share by campus , listings of employees and specific job responsibilities					
D. Provide job specific cross training for employees					
Cross-train with other student services departments (financial aid, testing)	Admissions, financial aid, testing	Year 1		Staff can answer basic questions on variety of admissions-related subjects	
E. Provide on-going communication about diverse functional areas, departments, and divisions serving students using e-mail, listserv, newsletters, and other sources					
Continue faculty/staff newsletter and encourage more input					
F. Ensure that all three campuses are safe and have security					
Hire full-time security guards at DW/SG	VCSS/HR	Year 1			
More active shooter/bomb threat/tornado trainings	Campus security/Executive Council	Ongoing			

Provide "Go Bags" to faculty/staff					
G. Provide orientation for new students, faculty, and staff					

SECONDARY CENTER

Phillips Community College Strategic Plan
Department/Division/Functional Area: Career and Technical Center

Priority of Focus

Goal 1: Support for Instruction and Learning					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Increase the number and kind of courses and programs available to students					
Add to welding to CTC in Stuttgart	CTC Director	Fall 2019	Existing welding facility	Welding Course offering for CTC Students	
B. Expand instructional delivery options with a special emphasis on developing College internet classes, cohort classes, and technology use in face- to-face instruction.					
C. Support new and emerging technology and provide state of the art equipment for instruction					
D. Ensure there are appropriate teaching and learning resources and classroom space					
Set limit on class size depending on type of course	CTC Director, CTC Faculty and HS Relations Staff	Fall 2019	NA	Differentiate between lecture classes and hands-on technical classes	

Goal 2: Development and Learning for Staff and Faculty (professional development)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Provide more opportunities for division, departments, and functional area development					
B. Provide (share) "in-house" best practices embedded in training related to faculty and staff specific jobs					
C. Develop and implement an incentive for faculty and staff to choose to pursue an appropriate terminal degree					
D. Offer a variety of professional development activities on varied topics					

CTC Staff and faculty should coordinate and attend workshops offered at local Cooperative Extensions for professional Development	CTC Faculty and Staff	Ongoing	Trainings are offered at no expense to staff and faculty	All staff and faculty attend at least one per Academic year	
E. Share professional development information learned from training provided among departments and campuses (ensure it is on-going and re-enforced)					
F. Explore and develop incentives to encourage continued education for employees (faculty and staff)					

Goal 3: Reviewed and Revised Policies, Procedures, Support (planning, budgets, protocols.					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
G. Improve communication of policy changes (information shared with all and policies applied equitably)					
H. Develop transparency related to budgeting and allocation of funds					
I. Provide opportunities for questions, answers, and input					
J. Promote pro-action rather than reaction to policies, procedures, and budgeting					
K. Evaluate policies and procedures to ensure there are no conflicts with UA System, merge policies where appropriate					
Policy evaluations that align with ACE Secondary Centers	CTC Director	Ongoing	NA	Provide policy revision recommendations that align PCCUA and ACE policies.	

Goal 4: Improve Campus Connections (internal infrastructure, communication, alignments, consistency, in-service delivery)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Provide consistent communication and more frequent meetings among campuses					
B. Establish a college-wide calendar					
C. Identify and share by campus , listings of employees and specific job responsibilities					
D. Provide job specific cross training for employees					
Coordinate faculty in identical programs to visit the other campuses to identify best practices	CTC Director	Ongoing	School car for traveling between campuses	Each faculty member visit classrooms and observe their counterpart on the other campuses.	
E. Provide on-going communication about diverse functional areas, departments, and divisions serving students using e-mail, listserv, newsletters, and other sources					
F. Ensure that all three campuses are safe and have security					
G. Provide orientation for new students, faculty, and staff					
Provide orientation to students during first week of class in the Fall Semester to tour the facility and review revisions made to the handbook	CTC Director, faculty and staff	Fall Semester	N/A	All new students sign participation form acknowledging that they understand the handbook.	

Goal 5: Develop and Support External Partnerships					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Increase business and industry partnerships. Training, and utilize these partnerships for recruitment and graduate job placement					
All programs should have active advisory boards	CTC Faculty	Ongoing	Industry Leaders	One advisory board per semester	
B. Increase 2 + 2 agreements or MOUs strengthening existing agreements					
C. Increase the number of campus jobs for students (not necessarily work-study)					
D. Obtain more resources to respond to college and student needs					
Apply for grant opportunities offered to CTC students	CTC Director	Ongoing	Arkansas Dept. of Career Education and Delta Regional Authority	Apply for one grant per fiscal year	
E. Enhance community and school relationships and increase the number of people engaged in the process					
Engage Superintendents in semester meetings to update them on potential changes in CTC	CTC Director	Every Semester	N/A	Sign in sheet and notes from meetings	
F. Develop partnerships which promote more accessibility for students (transportation, etc.)					

STUDENT SUCCESS

Phillips Community College Strategic Plan

Department/Division/Functional Area: Student Success/Campus Food Pantry-Helena Campus

Priority of Focus

Goal 5: Develop and Support External Partnerships					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Obtain more resources to respond to college and student food insecurity needs.					
Seek and expand new grants/resources to support funding for campus food pantry-Helena Campus	Debbie Hardy Pantry Steering Team- Deborah Gentry, Vickie Gregory, Andrea Sellers, Shawndus Gregory	On-going	Create relevant fundraisers	Securing Grants/resources that meet the needs of the campus food pantry Grant reporting Fundraiser Activities and outcomes	
B. Obtain additional volunteers to work in the campus food pantry.					
Expand the volunteer base	Debbie Hardy Pantry Steering Team- Deborah Gentry, Vickie Gregory, Andrea Sellers, Shawndus Gregory	On-going	College employees and students Volunteer Training Manual	Schedule Volunteer Training Completion Documentation Confidentiality Agreement	
C. Track data and evaluation outcomes					
Continue to track utilization of the food pantry	Debbie Hardy Pantry Steering Team- Deborah Gentry, Vickie Gregory, Andrea Sellers, Shawndus Gregory	On-going		Monthly Reporting Forms	
Develop an effective semester/annual evaluation of pantry use	Debbie Hardy Pantry Steering Team- Deborah Gentry, Vickie Gregory, Andrea Sellers, Shawndus Gregory	Implement Fall 2019		User Survey/ Evaluation tool	

STUDENT SUPPORT SERVICES

Phillips Community College Strategic Plan
Department/Division/Functional Area: Student Support Services (SSS) & STAR Center

Priority of Focus

Goal 1: Support for Instruction and Learning					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Increase the number and kind of courses workshops and programs available to SSS students					
Develop a Critical Thinking/Decision Making Workshop	SSS Director & Academic Coordinator	Fall 2021	Time, instructional software	# of students who attend	
Create a Career Seminar designed to increase students' knowledge of careers	SSS & STAR Center Staff	Fall 2021	Community volunteers (Career Professionals) to serve as guest speakers, on-campus facilities	# of students who attend	
B. Expand instructional delivery options with a special emphasis on developing College internet classes, cohort classes, and technology use in face- to-face instruction.					
C. Support new and emerging technology and provide state of the art equipment for instruction					
D. Ensure there are appropriate teaching and learning resources and classroom space					

Goal 2: Development and Learning for Staff and Faculty (professional development)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Provide more opportunities for division, departments, and functional area development					
Research more opportunities for SSS staff professional development	SSS Staff	Ongoing	Time, computer	# of staff members taking advantage of professional development opportunities	
B. Provide (share) "in-house" best practices embedded in training related to faculty and staff specific jobs					
C. Develop and implement an incentive for faculty and staff to choose to pursue an appropriate terminal degree					
D. Offer a variety of professional development activities on varied topics					
E. Share professional development information learned from training provided among departments and campuses (ensure it is on-going and re-enforced)					
F. Explore and develop incentives to encourage continued education for employees (faculty and staff)					

Goal 3: Reviewed and Revised Policies, Procedures, Support (planning, budgets, protocols.					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Improve communication of policy changes (information shared with all and policies applied equitably)					
Circulate revised hardcopy of policies and procedures received from Janice Smith	SSS Director & Project Assistant	Ongoing	Notecard with names of staff members to attach to updated policies and procedures for circulation	Check mark by names on attached notecard to indicate having read updated policies and procedures	
B. Develop transparency related to budgeting and allocation of funds					
C. Provide opportunities for questions, answers, and input					
D. Promote pro-action rather than reaction to policies, procedures, and budgeting					
E. Evaluate policies and procedures to ensure there are no conflicts with UA System, merge policies where appropriate					

Goal 5: Develop and Support External Partnerships					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
A. Increase business and industry partnerships. Training, and utilize these partnerships for recruitment and graduate job placement					
B. Increase 2 + 2 agreements or MOUs strengthening existing agreements					
C. Increase the number of campus jobs for students (not necessarily work-study)					
D. Obtain more resources to respond to college and student needs					

Develop a campus navigational app for students	Mark Sellers (Star Center)	Fall 2021	Time, computer equipment	Students' increased awareness of locations of campus facilities and offices	
E. Enhance community and school relationships and increase the number of people engaged in the process					
F. Develop partnerships which promote more accessibility for students (transportation, etc,)					