

**Functional Areas Goals/Strategies/Results
Strategic Plan 2014**

Advancement (HR)
Phillips Community College Strategic Plan

Priority of Focus: Ongoing Professional Learning and Success

Goal 1: Bamboo HR					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Conversion to new software	R. St. Columbia E. James J. Jaco S. Arnold	November 2013- January 2014	Software	Implementation by Jan. 15, 2014	Completion, January 2014, on-going
Training-new software usage	R. St. Columbia J. Jaco E. James	January 2014	Training Implementation of time-off policies	January 2014	Completion, January 2014, on-going
Streamline HR functions using new software to include management of all HR functions: forms, communication of benefits, manuals, policies, e-pamphlets, etc.	R. St. Columbia E. James S. Arnold	January 2014 and ongoing	Implementation of software	Ongoing	Goal completion, August 2015

Priority of Focus: Planning and Budgeting Processes

Goal 2: Audit of FLSA Employee Classification					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Audit of FLSA employee classification	R. St. Columbia	2014	Guidelines set by UAS	Communication of classification changes to employees	Completion, April 2014; on-going

Advancement (HR)
Phillips Community College Strategic Plan

Priority of Focus: Ongoing Professional Learning

Goal 3: Wellness Initiatives					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Each campus continue with wellness committees and activities	R. St. Columbia C. Willingham G. Allen T. Rogers	On-going	On-Life	Minutes of meetings and recording of activities	On-going activities for each campus
Wellness contracts with verifiable and integrity goals	R. St. Columbia C. Willingham G. Allen T. Rogers	On-going	On-Life	Spreadsheet record keeping	First contracts implemented, February 2014; Second contracts implemented August 2015
Develop Wellness policies and procedures offering healthy nutrition options at college meetings and events.	R. St. Columbia C. Willingham G. Allen T. Rogers	On-going		Policies/procedures	Cafeteria out-sourced June 2014; committee plans to work with café to offer nutritional food especially at the lunch and learn scheduled for Oct. 2014
Monitor the changes proposed for the cafeteria to ensure healthy choices are offered.	S. Sullivant R. St. Columbia R. St. Columbia C. Willingham	On-going February RFP due On-going committee work	RFP	Menu options	Cafeteria out-sourced June 2014; on-going work with external agency

<p>Explore policies to enable all employees to have an opportunity to engage in specific health and wellness programs at the workplace. Consider flexible work schedules.</p>	<p>G. Allen T. Rogers</p>				
<p>Explore communication avenues for those that don't have email access at work to encourage wellness participation.</p>	<p>R. St. Columbia C. Willingham G. Allen T. Rogers</p>	<p>On-going committee work</p>	<p>Print posters</p>		<p>Posters printed; placed on campus. On-going</p>

**Advancement/Public Relations
Phillips Community College Strategic Plan**

Priority of Focus: Support for Students and Learning

Goal 1: Great River Promise					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Presentations to 3 rd graders DeWitt Stuttgart Helena-W. Helena Barton Marvell	Coordination of high school relations coordinator. Implemented by advancement staff & volunteers.	Fall/Spring	GRP information cards, notepads, pencils, etc.	Documented visits and number of students reached.	Goal: Fall 2014 and Spring 2015
Presentations to 10 th graders DeWitt Stuttgart Helena-W. Helena Barton Marvell	Coordination of high school relations coordinator. Implemented by advancement staff & volunteers.	Fall/Spring	GRP information cards, notepads, pencils, etc.	Documented visits and number of students reached.	Fall 2013, Spring 2014: CTC presentations, Kuder Assessment: Fall 2013:Boys and Girls Club,
Presentations to 12 th Graders DeWitt Stuttgart Helena-W. Helena Barton Marvell	Coordination of high school relations coordinator. Implemented by advancement staff & volunteers.	Fall/Spring	GRP information cards, notepads, pencils, etc.	Documented visits and number of students reached.	Fall 2013, Day in the Life-UAMS; Spring 2014- presentations and promotion of summer; campus tours/etiquette luncheons at PT House; Fall 2014-Ark ACROA (all schools)

**Advancement/Public Relations
Phillips Community College Strategic Plan**

Priority of Focus: Planning and Budget Processes and Practices

Goal 2: College's 50th Anniversary					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Create special events committee to brainstorm ideas 2014.	St. Columbia	Early Jan 2014 Completion 2015	Foundation-all three campuses	Detailed plans and implementation timeline.	PCCF Bd discussion, Sept. 2014; Create committee to begin discussions of events, Sept. 2014

Priority of Focus: Development and Support of Emerging Technology

Goal 3: Website					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Implement new website template	R. St. Columbia J. Jaco L. Williams S. Arnold K. Dulaney	Spring 2014	Template	New website	RFP for website agencies, May 2014. Select external agency, May 2014. Begin transfer of information, June, July, August, September, October. Anticipating releasing new website, October 1, 2014.

**Advancement/Public Relations
Phillips Community College Strategic Plan**

Priority of Focus: Planning and Budgeting Processes and Practices

Goal 3: Explore partnership with Warfield Committee (Helena-West Helena)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Create PCCF committee to pursue future activities and/or co-sponsor concerts.	R St. Columbia Volunteers	January 2014	Fine Arts Center Pillow-Thompson House	Meeting with foundation committee and Warfield committee members	PCCF board voted not to participate in activities directly with Warfield, March 2014

**Advancement/Scholarship
Phillips Community College Strategic Plan**

Priority of Focus: Planning and Budget Processes and Practices

Goal 1: Continuance of Scholarship Donations (DeWitt, Helena-West Helena, Stuttgart)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Maintain positive working relations with current donor base while expanding new donors.	R. St. Columbia T. Rogers D. Graves	On-going	Foundation Janice Smith		On-going
Press releases for new scholarships and recipients.	R. St. Columbia T. Rogers. D. Graves G. Allen T. Carter	On-going		Press releases disseminated through local newspapers, e-mail, and social media	Press releases in local newspapers, email to Faculty/Staff, social media, reported in Resources; on-going

	S. Arnold M. Clark				
Annual Scholarship Luncheon to promote good will between donors and recipients.	R. St. Columbia T. Rogers D. Graves	Annual event	Foundation	Luncheon	Each April; on-going

**Advancement/Scholarship
Phillips Community College Strategic Plan**

Priority of Focus: Support for Students and Learning

Goal 2: Establish 10 Scholarships for Student Ambassadors (Stuttgart)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Scholarship to establish 10 ambassadors to receive a scholarship no greater than \$250 per semester	T. Rogers	Award scholarships Fall 2014	Solicited designated donations	Policies established. Donations secured. Scholarships awarded.	PCCF approved funding of up to 10 scholarships for the Ambassador program-minimum of \$100 and not to exceed \$250 each per semester per student. At this time, recruitment or promotion of the program has not occurred.

**Advancement/Scholarship
Phillips Community College Strategic Plan**

Priority of Focus: Planning and Budget Processes and Practices

Goal 3: Monitor GRP earnings (Helena-West Helena)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Monitor quarterly expenditures and earnings to secure GRP scholarships.	R St. Columbia	Each March	PCCF accounts. Arkansas Community Foundation investments	Appropriate secured funds to award scholarships	Secured external funds totaling \$498,129. Will transfer funds necessary to award GRP; on-going

**Advancement/Scholarship
Phillips Community College Strategic Plan**

Priority of Focus: Planning and Budget Processes and Practices

Goal 3: Continue to build and maintain GRP Scholarship Funds (DeWitt/Stuttgart)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Monitor quarterly expenditures and earnings to secure funds for GRP scholarships.	T. Rogers D. Graves	On-going	Solicit donors, business/industry for support	Appropriate secured funds to award scholarships	DeWitt: Funds secured to award Fall 2014 Scholarships

Priority of Focus: Planning and Budget Processes and Practices

Goal 3: Co-sponsor Grand Prairie Events to generate scholarship support (Stuttgart)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Establish which performances of the series will be targeted as fundraiser for scholarship programs.	T. Rogers R. Robison	TBA On-going	PCCF account.	New earnings generated	Fall 2014-two specific programs to to generate additional funding: Dueling Pianos Unlimited-GRP Scholarship and the CenterStage Christmas Spectacular-Non-Traditional Student Scholarship. Year-end solicitation letter-donors have a choice of donating to our scholarship funds.

**Admissions and Records
Phillips Community College Strategic Plan**

Priority of Focus: Support for Students and Learning

Goal 1: Provide supportive and professional atmosphere to enhance student success and provide guidance through the application and registration process.					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Process applications quickly and accurately	Admissions/Records	Ongoing	Datatel, WebAdvisor, online application, new ImageOne software		Held trainings on new Datatel forms; errors reported by institutional research and ADHE were minimal (9/17/14)
Provide courteous service	Admissions/Records	Ongoing	Front desk personnel	Complaint log	No formal complaints were filed.

Priority of Focus: Development of Distance Learning Opportunities

Goal 2: Contribute to College goal of increasing online and distance learning opportunities					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Work with distance learning coordinator to enroll students quickly and easily	Admissions, VCSS, distance learning coordinator	Ongoing	Datatel, UA online consortium	Number of students enrolled	Students were enrolled on time, and waitlisted spots were awarded. Total online registration was down, but percentage-wise, not as much as total enrollment.

Work with other schools in online consortium to fill empty slots available for online courses	Admissions, VCSS, distance learning coordinator	Each semester	Datatel, UA online consortium	Number of new seats we receive each semester	Mr. Fonzie worked closely with other consortium schools to make sure we received the maximum amount of empty slots in time for the student to begin class.
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**Admissions and Records
Phillips Community College Strategic Plan**

Priority of Focus: Development and Support of Emerging Technology

Goal 3: Use new ImageOne technology to save space, increase efficiency, and help students through the registration process more quickly.					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Use software to store old files and create space and improve efficiency	Admissions/Records, VCSS, IT	Spring 2014	Title III, ImageOne	Number of scanned documents	Purchase of software and equipment was delayed. We anticipate getting product in Oct. 2014.
Use software to help students through the registration process more quickly	Admissions/Records, VCSS	Spring 2014	Title III, ImageOne, Datatel	Number of students enrolled, Complaint log	Please see above.

**Advising
Phillips Community College Strategic Plan**

Priority of Focus: Ongoing Professional Learning and Success

Goal 1: To provide training, and clear communication channels for faculty and staff advisors.					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Attend state and national conferences to examine trends and best practices	Advisors	Ongoing	NACADA, ArkACRAO, state meetings	Attendance	Advisors have attended several national conferences and workshops to focus on improving our services. We will continue to attend these conferences and workshops.
Provide training on new academic programs	VCSS, Department heads/division chairs	Ongoing	College catalog, ADHE requirements	Graduation requirements met on time	Advisors are made aware of changes through email and the Advising Handbook, as well as meetings during In-Service.
Establishment and regular meetings of Advising Council	VCSS, Advising Council members	Monthly	Title III grant, Information Technology staff	Monthly meetings	Advising Council was formed and met regularly, although not monthly. We anticipate more regular meetings this year.

Invite team from NACADA to analyze advising process and make recommendations on improvement	VCSS, Advising Council, Title III director	Spring 2014	Title III grant	NACADA members' report	Due to new software purchase (Zogotech) and participation in WFSN grant, we postponed inviting representatives until we had all new advising procedures and software in place.
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**Advising
Phillips Community College Strategic Plan**

Priority of Focus: Support for Students and Learning

Goal 2: Assist students with the development of an academic action plan or “blueprint” for academic engagement and success.					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Meet with individual advisees at least twice a semester	Advisors	Each semester	Student Success Cards, WebAdvisor	Student Success Cards	All students were required to see advisor twice before getting financial aid refunds.
Help students create schedules and learn degree requirements	Advisors	Each semester	Datatel Degree Audit, WebAdvisor	Students register for correct classes and graduate on time	This is something we will continue to work on through Degree Audit in Colleague, the WFSN, and the Advising Handbook.

Priority of Focus: Development and Support of Emerging Technology

Goal 3: Enhance academic advising infrastructure, support, and technology to ensure a consistent advising experience across all disciplines and campuses.
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Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Support of new technology by Advising Council	Advising Council	Ongoing	Title III, Advising Council meetings, Degree Audit, Early Alert	Proper use of software and technology	Our ImageOne purchase has been postponed until Oct. 2014. The Advising Council was formed and met regularly. Our Zogotech purchase will hopefully provide some Early Alert options.
Provide training to advisors on any new software or technology available to College	VCSS, Advising Council, IT department	Ongoing	Title III, IT department, Zogotech, Early Alert	Proper use of software and technology	Please see above.

**Allied Health
Phillips Community College Strategic Plan**

Priority of Focus: Support for Students and Learning

Goal 1: Increase first attempt NCELEX-RN Pass Rate for ADN Graduates					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
1a Increase the 3-year mean NCLEX-RN pass rate for ADN graduates	Dean of Allied Health/ADN Program Director ADN Faculty ADN Graduates	December 2014 for 11-12-13 cohorts December 2014 for 12-13-14 cohorts	Increased admission requirements Curricular revision Interactive student learning activities	1a The ADN program's 3-year mean NCLEX-RN pass rate for graduates from all campuses will be at or above the same	3-year mean NCLEX-RN pass rate for graduates from all campuses in 11-12-13 is

			Remediation activities Formal preparation for NCLEX-RN Exam	national 3-year NCLEX-RN mean on the first write.	81.86%; The national ADN mean for the same 3-year period is 85.91% Unable to measure 3-year mean NCLEX-RN pass rate for graduates from all campuses in 12-13-14 at this time. 11/14 2014 graduates have taken the NCLEX-RN. Of these, 10/11 passed NCELX on the 1 st attempt for a 2014 cohort pass rate of 90.90%; The year to date national pass rate is 83.09%
			Increased admission requirements Curricular revision Interactive student learning activities Remediation activities Formal preparation for NCLEX-RN Exam	1a The ADN program's 3-year mean NCLEX-RN pass rate for graduates on each campus will be at or above the same national 3-year NCLEX-RN mean on the first write.	3-year mean NCLEX-RN pass rate for graduates from HWH campus in 11-12-13 is %; The national ADN mean for the same 3-year period is 85.91% Unable to measure 3-year mean NCLEX-RN pass rate for graduates from the HWH campus in 12-13-14 at this time. 10/12 2014 HWH graduates have taken

					<p>the NCLEX-RN. Of these, 9/10 passed NCELX -RN on the 1st attempt for a 2014 cohort pass rate of 90.00%; The year to date national pass rate is 83.09%</p> <p>3-year mean NCLEX-RN pass rate for graduates from DWT campus in 08-10-12 is 91.07%; The national ADN mean for the same 3-year period is 85.91%</p> <p>Unable to measure 3-year mean NCLEX-RN pass rate for graduates from the DWT campus in 12-13-14 at this time.</p> <p>1/2 2014 DWT graduates have taken the NCLEX-RN. Of these, 1/1 passed NCELX -RN on the 1st attempt for a 2014 cohort pass rate of 100%; The year to date national pass rate is 83.09%</p> <p>3-year mean NCLEX-RN pass rate for</p>
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					<p>graduates from STG campus in 11-13 is 100%; First cohort graduated from this campus in 2011. The national ADN mean for the same 3-year period is 85.91%</p> <p>The next cohort will graduate from the STG campus in May 2015</p>
<p>1b Increase the annual mean NCLEX-RN pass rate for all ADN graduates</p>	<p>Dean of Allied Health/ADN Program Director ADN Faculty ADN Graduates</p>	<p>December 2014</p>		<p>1b The ADN program's annual NCLEX-RN licensure exam pass rate for graduates from all campuses will be at or above the national NCLEX-RN mean on the first write.</p>	<p>Annual NCLEX-RN pass rate for graduates from all campuses in 2013 was 70%. The annual national ADN pass rate was 81.43%</p> <p>Unable to measure 2014 NCLEX-RN pass rate for graduates from all campuses at this time. 11/14 graduates have taken the NCLEX-RN. Of these, 10/11 passed NCELEX -RN on the 1st attempt for a 2014 cohort pass rate of 90.90%; The year to date national ADN pass rate is 83.09%</p>
				<p>1b</p>	<p>Unable to measure 2014 NCLEX-RN pass</p>

				<p>The ADN program's annual NCLEX-RN licensure exam pass rate for graduates on each campus will be at or above the national NCLEX-RN mean on the first write.</p>	<p>rate for graduates from the HWH campus at this time. 10/12 graduates have taken the NCLEX-RN. Of these, 9/10 passed NCELX - RN on the 1st attempt for a 2014 cohort pass rate of 90%; The year to date national ADN pass rate is 83.09%</p> <p>Unable to measure 2014 NCLEX-RN pass rate for graduates from the DWT campus at this time. 1/2 graduates have taken the NCLEX-RN. Of these, 1/1 passed NCELX -RN on the 1st attempt for a 2014 cohort pass rate of 100%; The year to date national ADN pass is 83.09%</p> <p>The next cohort will graduate from the STG campus in May 2015.</p>
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**Allied Health
Phillips Community College Strategic Plan**

Priority of Focus: Support for Students and Learning

Goal 2: Increase the first attempt Registry Pass Rate for MLT Graduates					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
1a Increase the annual Registry pass rate for MLT graduates	MLT Program Director MLT faculty	May 2014	Interactive student learning activities Remediation activities Formal preparation for Registry Exam	The annual Registry pass rate for MLT graduates will be at or above 75% on the first attempt.	Graduate test results are not available yet.

Priority of Focus: Support for Students and Learning

Goal 3: Revise nursing curriculums to reflect contemporary nursing practice					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
1a Revise ADN curriculum	Dean of Allied Health/ADN Program Director ADN Faculty	F 2014 Implement Level I SP 2015 Implement Level II F 2014 Implement Level III	PACE Funding APNF Funding ADN Faculty PCCUA Faculty Senate Curriculum Committee PCCUA Curriculum and Instruction Committee	1a Developed • Program mission • Program philosophy • Program outcomes • Program student learning outcomes and	Developed • Program mission • Program philosophy • Program outcomes • Program student learning outcomes and related

		SP 2015 Implement Level IV	UAS BOT ADHE ASBN ACEN	<p>related competencies</p> <ul style="list-style-type: none"> • Course student learning outcomes and related competencies • Program admission criteria • Program progression criteria <p>Identified</p> <ul style="list-style-type: none"> • Educational theories used to develop the curriculum • Six major concepts to guide curriculum development and instruction: patient-centered nursing care, clinical judgment, quality improvement, information management, teamwork and collaboration, and leadership, management, legal and ethical values. 	<p>competencies</p> <ul style="list-style-type: none"> • Course student learning outcomes and related competencies • Program admission criteria • Program progression criteria <p>Identified</p> <ul style="list-style-type: none"> • Educational theories used to develop the curriculum • Six major concepts to guide curriculum development and instruction: patient-centered nursing care, clinical judgment, quality improvement, information management, teamwork and collaboration, and leadership, management, legal and ethical values. <p>Level I offered for first time in fall 2014</p>
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					<p>Level II will be offered in spring 2015</p> <p>Level III will be offered in fall 2015</p> <p>Level IV will be offered in spring 2016</p>
<p>1b</p> <p>Revise PN curriculum</p>	<p>PN Program Coordinator</p> <p>PN Faculty</p>	<p>SP 2015 Implement Level I</p> <p>F 2015 Implement Level II</p> <p>SP 2016 Implement Level III</p>	<p>PACE funding</p> <p>APNF funding</p> <p>PN Faculty</p> <p>PCCUA Faculty</p> <p>Senate Curriculum Committee</p> <p>PCCUA Curriculum and Instruction Committee</p> <p>UAS BOT</p> <p>ADHE</p> <p>ASBN</p>	<p>1b</p> <p>Developed</p> <ul style="list-style-type: none"> • Program mission • Program philosophy • Program outcomes • Program student learning outcomes and related competencies • Course student learning outcomes and related competencies • Program admission criteria • Program progression criteria <p>Identified</p> <ul style="list-style-type: none"> • Educational theories used to develop the curriculum • Six major concepts to guide 	<p>Developed</p> <ul style="list-style-type: none"> • Program mission • Program philosophy • Program outcomes • Program student learning outcomes and related competencies • Course student learning outcomes and related competencies <p>Identified</p> <ul style="list-style-type: none"> • Educational theories used to develop the curriculum • Six major concepts to guide curriculum development and instruction: patient-centered nursing care, clinical judgment,

				<p>curriculum development and instruction: patient-centered nursing care, clinical judgment, quality improvement, information management, teamwork and collaboration, and leadership, management, legal and ethical values.</p>	<p>quality improvement, information management, teamwork and collaboration, and leadership, management, legal and ethical values.</p> <p>The following polices have not been developed yet.</p> <ul style="list-style-type: none"> • Program admission criteria • Program progression criteria
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**Applied Technology
Phillips Community College Strategic Plan 2013-2014**

1. Priority of Focus: Support for Students and Learning

Goal 1: Improve student enrollment					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
1 A. Promote programs in high schools	Dean Program Coordinators Faculty	Spring 2014 and continuing	Labs Faculty College Resources College Advancement Local industry College resources	Increase in program enrollment from high school students	Enrolled six high school students into Applied Technology programs.
1 B. Promote programs in local industry and community	Dean Program Coordinators Faculty	Spring 2014 and continuing	Labs Faculty College Resources College Advancement	Increase in program enrollment from local industries	No workshop participants have enrolled in degree programs

			Local industry College resources		
Goal 2: Maintain effective learning environment					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
2. Update classroom and labs	Dean Faculty Program Coordinator	Spring 2014 and continuing	Grants College resources	Equipment and Software Purchases Assessment data	<p>Twenty one computers purchased and installed in Helena Manufacturing lab in Spring 2014.</p> <p>Multipoint servers installed in Stuttgart and Helena labs to increase computer efficiency in Spring 2014.</p>
Short Term Goals		3 Year Goals		5 Year Goals	
Collaborate with CTC, Career Pathways and Gear Up faculty in recruitment efforts Summer Manufacturing Youth Camp conducted Summer 2014		Continue recruitment efforts		Continue recruitment efforts	
Create targeted promotional materials Promotional advertisements created for Youth Manufacturing Academy, workshops, and career fairs		Continue to update labs in response to changing demands		Continue to update labs in response to changing demands	
Offer workshops to community Trained approximately 69 industry participants in Workplace Communication, Programmable Logic Controllers, and Industrial Math workshops.		Ongoing assessment		Create training center	
Purchase software for labs Installed software for Mac computers in graphic labs				Reevaluate program assessments	
Evaluate and respond to program assessments					

Reviewed division assessment results in faculty meeting - August 2014		
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**Applied Technology
Phillips Community College Strategic Plan**

2. Priority of Focus: Development and Support of Emergency Technology

Goal 1: Become more aware of changing industry needs					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
1A. Determine methods of responding to local industry needs	Dean Program Coordinators Faculty	Spring 2014 and continuing	Grant funding Local industries	Student participation Industry survey	<p>Conducted three workshops based on industry survey feedback with a total of 69 participants.</p> <p>Hosted a community/industry open house for programs in Applied Technology on Helena campus.</p> <p>Visited on site with industries in Phillips and Arkansas Counties to discuss training needs.</p>
1B. Equip labs with appropriate technology and software to meet industry demands	Dean Program Coordinators Faculty	Spring 2014 and continuing	Grant funding College resources	Equipment and software purchases	One Mac computer and software for graphic labs on each campus installed Spring 2014.
Short Term Goals		3 Year Goals		5 Year Goals	

Research course delivery methods Using Blackboard to explore possible hybrid deliveries in graphic classes	Implement hybrid courses and workshops	Implement distance learning technology for some courses
Purchase technology for classrooms and labs Computers were purchased and installed	Adjust programs by continuing to upgrade technology to meet changing needs	

**Applied Technology
Phillips Community College Strategic Plan**

3. Priority of Focus: Ongoing Professional Learning and Success

Goal 1: Prepare faculty for changing needs in the classroom					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
1. Pursue training opportunities for faculty	Dean Program Coordinators Faculty	Spring 2014 and continuing	Grant funding College resources	Faculty portfolio	Due to limited professional development funds, not as much training occurred as needed.
Short Term Goals		3 Year Goals		5 Year Goals	
Determine faculty training needs. PLC training for faculty is a priority and will be scheduled as funds are made available.		Continue with faculty training to meet changing technology		Continue to seek external funds for faculty training to meet changing technology	
Attend any on campus training Cooperative Learning Workshop in Fall 2013 LYNX training in Spring 2014		Seek funding resources for professional development			

**Arts and Sciences
Phillips Community College Strategic Plan**

Priority of Focus: Development of Distance Learning Opportunities

Goal 1: Increase distance learning opportunities					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Offer inter-semester classes in December and May	Bryant/Kirby A&S Faculty	May 2014	Release time for two instructors to develop classes	Classes scheduled	<i>In Discussion</i>
Offer DevEd courses online	Bryant/Kirby A&S Faculty	Summer 2014	Release time for one instructor to develop intermediate algebra	Intermediate Algebra will be offered Summer 2014	<i>Reading and Writing in development; Intermediate Algebra offered Spring 2014</i>
Increase PCNet course offerings	Bryant/Kirby A&S Faculty	Fall 2014		Number of classes offered	<i>Offered Abnormal Psych</i>

**Arts and Sciences
Phillips Community College Strategic Plan**

Priority of Focus: Support for Student Learning

Goal 2: Students will use STAR Center for professional tutoring and online tutoring with software
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Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Faculty will refer students to STAR center for tutoring	A&S faculty – Helena campus Star Center facilitator and student tutors	Spring 2014		Increase in number of students being served and student success	A&P, College Algebra, Tech Math – Increased referrals; All Instructors on call for tutoring or assistance during office hours;
Developmental education faculty will hold weekly tutoring sessions in labs during scheduled office hours	A&S faculty – Arkansas County campuses	Spring 2014		Increase in students moving through developmental sequence	Math instructors held office hours in math lab. Dev. Reading & Writing instructor held office hours in math lab

**Arts and Sciences
Phillips Community College Strategic Plan**

Priority of Focus: Ongoing Professional Learning and Success

Goal 3: Arts & Sciences faculty will engage in ongoing professional development activities					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Arts & Sciences faculty will be surveyed on departmental professional development needs	Bryant/Kirby A&S faculty	Spring 2014		Survey results will be shared with faculty & administration	Professional development offered: Summer 2014 – STEM math summit held; Summer 2014; math lab meetings held with software vendors

					Fall 2014 attend Mathways professional development;
A&S department will develop and conduct a departmental best practices share fair	Bryant/Kirby A&S faculty	Fall 2014		Share Fair scheduled	<i>In discussion</i>

**Business and Information Systems
Phillips Community College Strategic Plan**

1. Priority of Focus: Support for Students and Learning

Goal 1: Improve Student Learning and Retention					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
1:A Evaluate program/division outcomes and assessment results	Faculty Dean	Ongoing	Assessment Results and Action Plans Program Outcomes	Division Outcomes and Assessment Results	Reviewed division student success assessment results for Fall 2013 and Spring 2014 to determine if expected outcome was met. Division expected outcome average of 85 percent met both semesters.

1:B Enhance teaching methodologies to improve student success and retention	Faculty	Ongoing	College Resources Grants Seminars and Workshops	Assessment Results/Action Plans	Compared student success assessment and retention rates (2012-13 to 2013-14) to determine improvement. Retention Rate: 88% both years Student Success Rate: 2012-13 average-87% 2013-14 average-85%
1:C Refer students who may be at risk (Early Alert System) to the Academic Advisor	Faculty	Ongoing	Academic Advisors SS Coordinators Early Alert System	Student Retention Rates	Evaluated course student retention rates submitted each semester to dean. Division student retention rate average for 2013-14 was 88 percent.
1:D Maintain Business Student Success Centers	Dean Faculty SS Center Coordinators	Ongoing	Equipment/Software College Resources IT Department	Sign in sheets documenting student use	Reviewed sign in logs regularly which indicated that the Student Success Centers are a needed resource and used extensively by students.
Short Term Goals		3 Year Goals		5 Year Goals	
Research and implement best practices in teaching and learning Attending Teaching Professor Technology Conference in Spring 2015. Best practices in		Reevaluate program/division outcomes and teaching/retention strategies Discussed action plans for meeting division outcomes - September 2014		Revisit learning outcomes and program offerings to ensure relevancy Revised learning outcomes - September 2014	

teaching and learning will be focus of conference.		
Evaluate assessment results and make necessary changes Instructors submitted assessment results and action plans for Fall 2013 and Spring 2014		

**Business and Information Systems
Phillips Community College Strategic Plan**

2. Priority of Focus: Development of Distance Learning Opportunities

Goal 1: Expand Distance Learning Offerings					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
1:A Implement PC Net business courses	Dean Faculty Distance Learning Coordinator	Ongoing	DL Coordinator College Resources AREON	Number of PC Net business offerings	Seven PC Net courses are currently being offered.
1:B Enhance classroom instruction through the use of distance learning technology	Faculty	Ongoing	DL Technology Workshops/Seminars AREON College Resources	Variety of DL technology used in instruction	Purchased WebCams to incorporate digital media with classroom lectures to provide all students (campus and online) with a higher-quality learning experience. Instructors scheduled to attend Technology Conference in Spring 2015 to learn best practices for incorporating technology into the classroom.
Short Term Goals		3 Year Goals		5 Year Goals	
Discuss possible PC Net business courses and establish rotation schedule Seven PC Net Courses established		Develop and implement selected courses		Continue implementation of courses listed in rotation schedule	
Seek professional development opportunities in distance learning technology Attending Technology Conference in 2015		Implement distance learning technology in classroom instruction		Evaluate emerging distance learning technology	

**Business and Information Systems
Phillips Community College Strategic Plan**

3. Priority of Focus: Development and Support of Emerging Technology

Goal 1: Maintain an Effective Learning Environment					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
1:A Participate in workshops, conferences, etc. to stay abreast of the latest teaching techniques and technologies	Vice Chancellor of Instruction Dean Faculty	Ongoing	College Resources Grants	Faculty Portfolio Student Evaluations Classroom Implementation	Review professional development section of faculty portfolio and student evaluation results
1:B Equip classrooms with current technology	Dean Faculty IT Department	Ongoing	College Resources Grants Datatel WebAdvisor	Equipment/software Purchases	WebCams were purchased for each instructor and dean. Twenty-one computers purchased and installed in A110 in Helena.
Short Term Goals		3 Year Goals		5 Year Goals	
Update equipment and software rotation schedule In progress		Secure external funding for technology purchases and faculty development		Continue to reevaluate emerging technology needs and seek external funding	
Identify ways to promote a culture of collaboration within faculty to share teaching techniques and technologies Share best practices and technologies learned at conferences with other faculty members at In-Service and division meetings.		Reinstate "Lunch Bytes" to demonstrate classroom technology (webcams, smart boards, software updates, etc.)			

**Business Office
Phillips Community College Strategic Plan**

Priority of Focus: Support for Students and Learning

Goal 1: Increase students satisfaction in experience with the Business Office					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Create a warm and welcoming environment	Cashiers and other Business Office personnel	Immediately	None necessary	Higher scores on student satisfaction surveys	The Business Office is not aware of any student complaints concerning customer service.

Priority of Focus: Development and Support of Emerging Technology

Goal 2: Enhance student experience by offering more on-line services					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Offer students the availability to receive financial aid refunds electronically	Vice Chancellor for Finance and Administration	36 months	Student tuition and fees to cover fees charged by outside vendor providing the service	Increase efficiency Decrease in postage expense Decrease in lost/returned mail	This goal is still under discussion. The VC for Finance and Administration has visited with several vendors who provide this service, but no decision has been made at this time.

**Business Office
Phillips Community College Strategic Plan**

Priority of Focus: On-Going Professional Learning and Success

Goal 3: Increase the level of knowledge of key business office personnel					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Provide opportunities for key business office personnel to attend continuing education programs	Vice Chancellor for Finance and Administration	12-36 months	General revenue to cover cost of travel	Increased level of skill and knowledge will result in a more efficient and effective business office	Business office personnel have increased their skill and knowledge through attendance at AACUBO and SACUBO workshops and annual conferences.

**Career Pathways
Phillips Community College Strategic Plan**

Priority of Focus: Support for Students Learning

Goal 1: Streamline CPI student enrollment and retention process to ensure the best customer service to students.					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
1. A. Maintain CPI enrollment packets at each campus available to all walk-in students.	Counselor at each campus.	Ongoing now.	<ol style="list-style-type: none"> 1. Time 2. CPI database 3. Copier 	Distribution of packets with documentation when returned at enrollment.	Ongoing. New packets are prepared each semester for distribution. 30 new students received enrollment packets from

					01/01/2014-06/30/2014 and are now receiving CPI services
1. B. Maintain student waiting list.	Counselor at each campus.	Ongoing now.	None needed.	Contact information is maintained for future enrollees.	Ongoing. Lists are reviewed as funding becomes available. 20 students who were on a waiting list were contacted and given enrollment packets during the spring 2014 semester.
1. C. Collect student monitoring forms.	Counselors at each campus	Ongoing each semester	1.Time 2. Copier	Student must provide counselor with documented proof of academic progress each month to continue receiving services from CPI.	Ongoing. Monitoring forms are placed in student CPI file. All enrolled students receiving funding provided monitoring forms for the months of Jan-May 2014. These forms were placed in each student file for auditing purposes.

**Career Pathways
Phillips Community College Strategic Plan**

Priority of Focus: Ongoing Professional Learning and Success

Goal 2: Provide CPI team with staff development that is relevant to CPI goals at state and institution levels.					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results

2. A. Hold monthly staff meetings with CPI staff.	Director of CPI.	Ongoing.	Time	Minutes of each meeting with notes, assignments, and deadlines are distributed to each staff member the week after the meeting.	Ongoing. A staff meeting was held each month with CPI staff members.
2. B. Access to monthly webinars held by CPI at the state level.	Director of CPI.	Ongoing monthly.	1. Time 2. Computer	Attendance of staff is noted and documented.	Ongoing. Staff members were able to attend state level CPI webinars Jan-May 2014.

**Career Pathways
Phillips Community College Strategic Plan**

Priority of Focus: Planning and Budget Processes

Goal 3: Maintain a working knowledge of CPI student funding needs within the category of student support to enable best use of CPI funds.					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
3. A. Determine support service needs of CPI students.	Director of CPI.	Ongoing yearly and by semester.	1. Time 2. CPI database.	Monthly documentation of expenditures for each CPI student.	Ongoing. Documentation of spending for each student was reported monthly using CPI database that is monitored by state level CPI staff.

**Community Service -DeWitt Campus
Phillips Community College Strategic Plan**

Priority of Focus: Support for Students & Learning

Goal 1: Support for Learning					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Use alternative ways to recruit community education students, i.e. email community lists with newsletter, distribute newsletters to churches and civic groups	Nia Rieves	Spring 2014	Contact information for former CE students and community email lists	Number of students registered in community education events	Spring 2014 & Fall 2014-sent community education newsletters to area businesses via email or fax
Plan community education events to reach a more varied audience	Nia Rieves	Spring 2014	Current and past community education offerings list	Number of community education events planned and different areas of students enrolling	Fall 2013-added a children's Christmas craft class in late December Spring 2014- Partnered with local fitness trainer to offer fitness bootcamp

**Community Service -DeWitt Campus
Phillips Community College Strategic Plan**

Priority of Focus: Development of Distance Learning Opportunities

Goal 2: Development of Distance Learning					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Develop community education events that can be delivered by compressed video or webcam, i.e. lectures on health topics	Nia Rieves	Fall 2014	Information on different types of classes that could be successful if audience is in separate locations	Offering of distance learning community education class	N/A

**Community Service -DeWitt Campus
Phillips Community College Strategic Plan**

Priority of Focus: Development and Support of Emerging Technologies

Goal 3: Supporting Emerging Technology					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Offer community education classes on new software and computer applications	Nia Rieves	Spring 2014	Faculty to teach the needed classes and information on types of software changes that need to be addresses	Classes offered	Spring 2014-Offered Windows 8 workshop Plan to offer more computers classes Spring 2015
Survey needs of computer/college students for community education class ideas on computer programs	Nia Rieves	Spring 2014	Short survey to be given to students to determine needs	Completion of survey and analyzing results	Planning to complete Fall 2014

**Community Service-Helena-West Helena Campus
Phillips Community College Strategic Plan**

Priority of Focus: Support for Students and Learning

Goal 1: Position the College as a valuable community asset by providing more curricular and co-curricular activities with a community service component and increase the use of volunteers on our campuses.					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Advertise and recruit for instructors to conduct classes in special interest activities	Employees of Community Service Department	Fall 2014	CS Personnel	Increase in number of instructors & offerings	Request for anyone interested in offering or taking a special interest class was included in the schedule book – No responses
Research for adequate space to offer additional special interest classes	Building Supervisor/Facility Management	Fall 2014	College employees	Adequate space to conduct classes	Rescheduling of class offerings times provided a space for additional dance classes, alone with using L-308 for instructional class space
Publicize course offerings outside of Phillips County	CS and College relations employees	Fall 2014	College employees	Possible Increase in offerings	Incomplete

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**Community Service-Helena-West Helena Campus
Phillips Community College Strategic Plan**

Priority of Focus: Planning and Budget Processes and Practices

Goal 2: Decrease cost for special class offerings					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Negotiate with instructors for decrease in individual cost of class offerings as well as free offerings	CS/CE Director	Fall 2014	College Personnel	Decrease in cost	Successful in negotiating reduced pay and increased the number of free classes for workforce training.
Use grant funding to supplement cost	Grant Writer & CS/CE Director	Fall 2014	College Personnel	Extra Funding	No Change
Recruit organizations to sponsor special interest courses	CS/CE Director	Fall 2014	College Personnel	Additional Offerings	Workforce training as increased.

Priority of Focus: Planning and Budget Processes and Practices

Goal 3: Increase funds to provide special interest course offerings					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Work with the grant writer for the institution to find and apply for special	CS/CE personnel	Fall 2014	College Personnel	Additional Funds	No Change

interest funding for the community					
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**Continuing Education-(DeWitt Campus
Phillips Community College Strategic Plan**

Priority of Focus: Support for Students and Learning

Goal 1: Support for students and Learning					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Promote and advertise continuing education opportunities to businesses and employees	Nia Rieves	Spring 2014	List of offerings and address database for area businesses	Number of students registered for continuing education classes	Spring 2014-Letters were sent to area businesses with continuing education offerings
Survey area business for continuing education needs	Nia Rieves	Spring 2014	Short survey on continuing education needs	Number of businesses and employees responding and requesting continuing education needs	Spring 2014-Letters also requested needed training opportunities from businesses

**Continuing Education-DeWitt Campus
Phillips Community College Strategic Plan**

Priority of Focus: Ongoing Professional Learning and Success

Goal 2: Ongoing Professional Learning					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Provide continuing education classes for local employer/employee needs	Nia Rieves	Spring 2014	Survey given to employers of continuing education needs	Number of class offered and students being served	Spring 2014-Provided CPR training for several area businesses Summer 2014- Provided specialized computer training to a local manufacturing business
Work with Small Business Development Center on offering continuing education in our area	Nia Rieves	Fall 2014	Contact person at Small Business Development Center and list of potential classes for our area	Number of classes offered and students begin served	N/A

**Continuing Education-DeWitt Campus
Phillips Community College Strategic Plan**

Priority of Focus: Development of Distance Learning

Goal 3: Development of Distance Learning					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Research continuing education ideas that could be sent via compressed video or webcam	Nia Rieves	Spring 2014	Needs of businesses/employees	Classes offered	Spring 2014-visited other college's continuing education websites and researched training

					that is currently being sent electronically to businesses
Work with Small Business Development Center on potential classes to be send via compressed video or webcam	Nia Rieves	Fall 2014	Small Business Development Center and classes available	Classes offered	N/A

**Continuing Education-(Helena-West Helena Campus
Phillips Community College Strategic Plan**

Priority of Focus: Identify and meet the educational needs of our communities

Goal 1: Expand assessment for evolving needs for new workforce programs					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Conduct needs assessments for local workforce programs	College personnel that are currently and previously offered training to local businesses	Fall 2014	Business personnel	Pool of potential businesses that we could offer training	Currently working with Power Safe Development to bring an online training program on power safety
Partner with local economic development such as the chamber of Commerce, AR Workforce and other regional workforce planners in assessment initiatives	Name a lead person	Fall 2014	Chamber of Commerce, Workforce Agencies	Document of potential businesses that we could access in offering training.	Adding an on-line training Program and a Farmer Training Program with Co-Operative Extension

Work with the partners to customize training to meet the needs		Fall 2014	College Instructors	Increase offerings	In progress

**Continuing Education-Helena Campus
Phillips Community College Strategic Plan**

Priority of Focus: Re-educating and improving local workforce

Goal 2: Update, expand and delete program offerings to meet demand and stay current with workforce needs					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Increase technical offerings to meet identified needs	Technical Personnel	Fall 2014	College instructors	FTE increase	No change
Employees will need to continue their career and professional development to keep pace with and anticipate emerging technologies and employability skills	Employers	Fall 2014	Employees	Improvement in production	Including training in the in-service workshops

**Career and Technical Center (All Campuses)
Phillips Community College Strategic Plan**

Priority of Focus: Support for Students and Learning (recruitment, retention, completion)

Goal 1: Assist students in becoming part of the C&TC cohort and understanding the requirements for receiving concurrent credit.					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Make individual contact with all students planning to take classes at the C&TC to answer any questions they may have.	High school coordinator on each campus	Immediately prior to each semester	High school counselors at the high schools that send students to the Centers	Increased numbers of completers for the high schools, (completer reports from state) and fewer procedural/disciplinary actions per semester (number of referrals)	Coordinators continue to do this. It helps with retention and also has increased completers and lowered discipline referrals. (Continuing)
Attend parent/teacher conferences at the sending high schools to establish a relationship with parents of C&TC students.	High school coordinator on each campus	On days designated by the individual high schools during the fall and spring semesters	High school counselors and principals at the high schools that sent students to the Centers	Contact with no less than 75% of the parents whose children attend the C&TC (sign-in sheets)	Coordinators see a parent for every student at least twice yearly. The only exceptions are those parents who refuse to attend P/T conferences. (Continuing)
Contact students whose grades in C&TC classes fall below a C to discuss interventions.	High school coordinator on each campus	As soon as interim grades are posted each semester	Registrar's office at the individual campus	Student grades rise above the D level to at least a C. (semester grade report each semester)	Because of this practice, the number of C&TC students who fail a class continues to decrease. (Continuing)

**Career and Technical Center (All Campuses)
Phillips Community College Strategic Plan**

Priority of Focus: Ongoing Professional Learning and Success

Goal 2: Provide instructors in the C&TC setting the training and professional development opportunities to present the curriculum for their program of study successfully.					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Budget sufficient professional development and travel funds to allow instructors to attend ACT training and recommends training for instructors in their fields.	C&TC director	Part of annual budgeting process for the upcoming fiscal year	C&TC enrollment reports and other enrollment information	Instructors are approved by ACT as qualified in their programs of study.	A significant amount of the C&TC funding from the State is marked for use by instructors in the C&TC to attend trainings and other in-service opportunities to improve their skills in the program of study. All C&TC instructors have been approved. (Continuing)

**Career and Technical Center (All campuses)
Phillips Community College Strategic Plan**

Priority of Focus: Planning and Budget Processes and Practices Tied to Institutional Strength and Student Success Priorities

Goal 3:					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Gather information on equipment and	C&TC director	End of spring semester	Minimum equipment checklists; program	Reduction of orders for necessary	The request load at the end of the

supply needs for each campus program in order to plan for next year.			of study curricula; teacher lists	materials after the semester has begun	semester decreased by 50% over the previous year. (Continuing)
Review processes for billing districts who send students to the C&TC.	C&TC director	Summer	Present process; input from high school coordinators; input from school districts	Fewer incidents of late payment and/or questions about what the district is paying for	The districts seem to better understand their part in making this work. We still have some questions and an occasional late payment, but not as many as before. (Continuing)

**Grand Prairie Center
Phillips Community College Strategic Plan**

Priority of Focus: Development & Support of Emerging Technology (responding to change)

Goal 1: Increase “fan-base” to GPC Facebook & Vendini					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Create contests and posts to facilitate interaction with Facebook followers for all events at the center and Patrons in Vendini for ticket sales	GPC Director	Daily, Weekly, Monthly	Facebook and Vendini	Review the daily, monthly and weekly participation in the database with staff of patrons/student participation	Check status of action
Create a newsletter for GPC Center	GPC Director	Twice a year	GPC Events which we have photography taken	Increase in fan-base from patrons/student ticket sales and Facebook “likes” and “posts”	Check status of action

**Grand Prairie Center
Phillips Community College Strategic Plan**

Priority of Focus: Planning & Budget Processes & Practices

Goal 2: Planning & Budget Processes & Practices					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Create electronic filing system for contracts and policies of the GPC	GPC Director	Ongoing	GPC Files	A printable document to be housed on GPC Computers and available to venue users	Check status of action
Create an inventory of the assets of Riceland Auditorium	GPC Director GPC Tech Director	Ongoing	GPC Files	A printable document to be housed on GPC Computers and available to promoters	Check status of action
Create a spreadsheet of accounting of all Performance Series Shows	GPC Director	Monthly	Financials from shows	Profit/Loss document-a means to evaluate our increase/decrease in ticket sales	Check status of action

**Grand Prairie Center
Phillips Community College Strategic Plan**

Priority of Focus: Ongoing Professional Learning & Success

Goal 3: Ongoing Professional Learning & Success					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Advisory Council	GPC Director	Quarterly	Community Leaders, PCCUA Campus Faculty, Staff and PCCF	Gain input from surveys, student participation in volunteerism with GPC staff,	Check status of action

				Advisory council advise-review surveys	
Community Awareness	GPC Director	Monthly	Chambers of Commerce	Attend and present programs at Grand Prairie area chambers on programming at GPC-increase awareness-check increase in facebook/vendini	Check status of action

Grants
Phillips Community College Strategic Plan

Priority of Focus: Planning and Budget Processes and Practices

Goal 1: Re-building PCCUA's Grant Writing Team. Seek grant proposals that will enhance and/or strengthen established Institutional Priorities					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Establish a Grant Team	Chancellor	TBA	Departments and Divisions	Grants written	
Seek Cabinet Approval prior to grant application	Grant team and department or division seeking funding	TBA			

Priority of Focus: Planning and Budget Processes and Practices

Goal 2: Re-building PCCUA's Grant Writing Team. Seek grant opportunities to enhance and upgrade the colleges infrastructure and mechanical systems

Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Establish a Grant Team	Chancellor	TBA	Departments and Divisions Building and Maintenance Plan	Grants written	
Seek Cabinet Approval prior to grant application	Grant team and department or division seeking funding	TBA			

**High School Relations/Career and Technical Center (Helena Campus)
Phillips Community College Strategic Plan**

Priority of Focus: Ongoing Professional Learning and Success

Goal 1: Support for Instructors. Classroom Management					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Have monthly meetings to discuss the good/bad inside classrooms.	All Instructors including Adjuncts are required to attend monthly meetings concerning issues in the classrooms	Immediately	Provide documents on ways to improve classroom management	Major problems will soon become small. And small problems will soon become eliminated.	Instructors have received feedback from others on improving skills. Results from monthly meetings have shown improvement in classrooms.
Professional Development	All full time staff are required to attend Profession Development	Summer 2014		Instructors will be able to use things learned at	All full time faculty attended the ACTE annual Conference July 27-29 and the

	Conference in Hot Springs			Conference inside classrooms.	Career & Technical Center Professional Development held on Dewitt campus August 11.
Ongoing support for Instructors	Continuation of monthly meetings. Make Prof. Dev. A requirement each year for fulltime Instructors	Long Term Goal	Documents and presentations on classroom management	Improvement of day to day operation.	All instructors were able to bring back useful information into their classrooms on the Helena Campus
Continue to develop relationships with students	Have Instructors greet students with a smile each day	Immediately	None required	Students will feel they're in a comfortable environment which will open the door for many classroom discussions and improvement of grades	Each day the instructors greet their students in the hallway at the beginning of the class. Not only has the behavioral issues dropped in the center, but it has improved the overall relationships between the faculty and students.

**High School Relations/Career and Technical Center (Helena Campus)
Phillips Community College Strategic Plan**

Priority of Focus: Planning and Budget Processes and Practices

Goal 2: Increase Enrollment for high school students attending PCCUA. Increase # for C&TC and Concurrent Enrollment					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Increase number of students in (2) of the programs that we	Display different careers in the field.	Immediately	Additional computers & working space	Enrollment Increase	#'s have increased in fields thought to have been

offer to the high schools	Share info with school districts				documented by males. Once presentations and research was made by the students interest into those particular fields has increased.
Encourage school districts to send students over at the beginning of sophomore year.	Discuss options with Principals and counselors.	Immediately	Information on completion of program (CP's)	Enrollment Increase	High School Relations Coordinator is targeting 9 th grade students to inform them of the Career & Technical. Presentations are being given at each school that participates with PCCUA Career & Technical Center.
Increase Concurrent Enrollment #'s	Inform all high school students of the requirements for placement. Also, inform them of the high school tuition discount and ACT waiver.	Immediately	Promotional Ads in school hallways	Increase in Concurrent Enrollment # of students	#'s were improved in Concurrent Enrollment this fiscal term. All area high schools are participating within our Concurrent Enrollment this year except one.

**High School Relations/Career and Technical Center –Helena-West Helena Campus
Phillips Community College Strategic Plan**

Priority of Focus: Support for Students and Learning

Goal 3: Bridging the Gap on Career Awareness. Incorporating career fields & goals into Career & Technical Center					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Have guest speakers every month	Ask different departments to speak with classes about their programs	Immediately	Brochures & Pamphlets	Students will have the knowledge, the courses and qualifications for each program within our campus.	10/15/2014 Mrs. Albert with UAMS East spoke with the Med. Professions classes about what drugs & alcohol could do to the body. FBI agent will speak to the Criminal Justice classes in the month of November. Advanced Manufacturing and Computer Engineering guest speakers are scheduled to speak to the students in the month of November as well.
Bring in local industries	Set up assemblies with speaker to speak on what it takes in that particular field	Immediately		Students will have the knowledge and resources to begin choosing career fields	10/10/14 Dr. Livingston Asst. Professor Sports Management at Hampton University spoke with the students concerning the importance of education.
Have monthly lessons on career fields in each program offered in	The last Friday of each month have each Instructor to	Immediately	Presentations & documents	Students will have the knowledge and resource to begin	Having set this into place students are more aware of the length of time it

the Career & Technical Center	complete a lesson on careers in their field			choosing career options	takes to complete a particular degree.
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**Community Service-Stuttgart Campus
Phillips Community College Strategic Plan**

Priority of Focus: Support for Students & Learning (recruitment, retention & completion)

Goal 1: To provide community and continuing education classes to learn a skill or for personal enrichment and enjoyment.					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Offer classes to the community as requested/needed for personal enrichment.	Director of Continuing Education	Ongoing throughout the year.	Each class will vary on content. Professionals who have expertise in the discipline.	Survey participants, increase in number of classes and participants.	We have expanded our summer Kid's College and a Healthy Cooking segment, along with a community gardening class.

Priority of Focus: Development and Support of Emerging Technology (responding to change)

Goal 2: Provide continuing education courses for professionals who require CE hours to maintain certification/accreditation. (Coordinate this in with B&I training as well.)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Survey community, business & industry officials to determine workforce training needs.	B&I Coordinator	We will conduct annual assessments and it will be an ongoing service.	PCCUA Faculty, High School Teachers, B&I professionals in the area of expertise.	Survey of participants and feedback from B&I on job performance.	A B&I brochure was sent out in early July updated from 2004 outlining services available through B&I training. We have offered CPR for area businesses and schools. In addition, we have started a series of Excel workshops for an area industry. We are offering a Conversational Spanish workshop. We also do an end of workshop survey to critique current workshop and request ideas for new ones. We are working on the addition of an EMT program on the Stuttgart Campus to begin Spring '15.

**Community Service – Stuttgart Campus
Phillips Community College Strategic Plan**

Priority of Focus: Ongoing Professional Learning and Success

Goal 3: Host a variety of workshops, classes and symposiums to provide educational opportunities in the areas of health, fitness and technology; and, to offer group travel for education and enjoyment.					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Offer fitness classes such as Yoga & aerobics, along with educational symposiums on health related topics of concern to create awareness and provide assistance.	Director of Continuing Education	Ongoing and as requested.	Local community members, professionals and support groups who possess expertise in the area.	Survey of participants. Increased number of participants and classes.	We have added a morning Yoga class, offered health related lunch & learns, along with employee fitness challenges with exercise and diet, providing tips and recipes.

**Custodial
Phillips Community College Strategic Plan**

Priority of Focus: Planning and Budget Process and Practices tied to Institutional and Student Success Priorities

Goal 1: Keeping the College clean for students and staff.					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results

Keep buildings maintain and clean for students and staff.	Rachel Hughes and crew	Ongoing/every day	Cleaning Supplies, equipment, paper products	Weekly inspection with no complaints from faculty and students.	<p>Keep all buildings clean with low budget costs-continuous and ongoing.</p> <p>The Technical and Industrial Building was stripped and cleaned Summer 2014.</p> <p>Renovation Project to the Arts and Science building Summer 2014.</p> <p>Budget plans for new equipment and supplies such as vacuum cleaners, cleaning supplies, etc.</p>
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**Custodial
Phillips Community College Strategic Plan**

Priority of Focus: Ongoing Professional Learning and Success

Goal 2: Professional development and training.					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results

Employee training	Supervisors	Ongoing as needed		Renewal requirements for training certifications/license or hiring of new employees	Completion of training/renewal Training new employees as needed
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**Distance Learning
Phillips Community College Strategic Plan**

Priority of Focus: Development of Distance Learning Opportunities

Goal 1: Development of Distance Learning Opportunities					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Participate in Arkansas Distance Learning Association	Distance Learning Coordinator	Ongoing	Online access and yearly conference registration		Participate in online discussions and attend the annual ARDLA meeting
Work with the Distance Learning Committee to establish online fast track course scheduling	Distance Learning Coordinator AdHoc Committee members from Distance Learning Committee	Spring 2014 Fall 2014	Online Faculty Distance Learning Coordinator Deans/Dept Chairs	Offer 1 Spring Interim course SP 14 and add 2 additional fast track courses to the Fall 14 schedule	Fast Track courses are being delivered in the Fall and Spring semesters. As of Fall 14, we have developed and offer 6 Fast Track courses each semester. Continuing to work with Deans/Chairs to develop a viable interim course.
Offer an AA in Business Administration	UA AA Online program coordinators	Fall 2014	Online Faculty UA AA Online Consortium	Students will be able to obtain an AA in	We were not able to offer the AA in Business

through UA AA Online program	VC For Instruction Dean Division of Business			Business Administration online	Administration due to administrative and faculty changes in the UA AA Online consortium. We will continue to work to accomplish this goal by Fall 15
Work with local school districts to offer distance education opportunities to high school students to satisfy AR Dept of Education requirements placed on high school	Distance Learning Coordinator VC for Instruction High School Relations Coordinator	Beginning 2014-2015 academic year	Online Faculty	Sanctioned provider of distance education by AR Dept. of Ed	We were granted approval by ADE to provide distance education courses to high school students. Currently, we are developing distance courses that will meet the obligation of high schools to provide students with a distance education course before graduation.

**Distance Learning
Phillips Community College Strategic Plan**

Priority of Focus: Development and Support of Emerging Technologies

Goal 2: Development and Support of Emerging Technologies

Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Participate in the ARE-ON (Arkansas Research and Educational Optical Network) network to enhance distance education technology and capability	Director of IT Distance Learning Coordinator	Ongoing	Financial resources for network services		We currently operate our network through ARE_ON.
Provide training and support for compressed video systems	Distance Learning Coordinator Compressed Video Technicians	Ongoing			The compressed video technicians do provide training and support for faculty teaching courses via CIV. Beginning Spring 15, the DL Coordinator and the CV Techs will begin providing training and support on the use of alternate technologies to host courses, such as Lync.
Work with ADN faculty to provide support and training to electronically capture lecture components of ADN curriculum to upload in BlackBoard	Distance Learning Coordinator ADN faculty	Spring 14 Fall 14		Components of curriculum will be available to students in an electronic format via BlackBoard	The DL Coordinator worked with level 1 ADN faculty in Spring 14 and Summer 14 to record and upload video content to BlackBoard. The level 1 ADN faculty is currently using this content. The DL Coordinator will work with Level 3 ADN

					faculty to electronically capture lecture components of their curriculum and upload to BlackBoard beginning Spring 15.
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**Distance Learning
Phillips Community College Strategic Plan**

Priority of Focus: Support for Students and Learning

Goal 3: Support for Students and Learning					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Develop a marketing plan with Vice Chancellor for Advancement to market online courses and degrees	Distance Learning Coordinator VC for Advancement College Relations staff	Fall 13	Financial resources for marketing		Online courses are part of the college wide marketing efforts and special marketing has been done for Fast Track courses. Also, the DL Coordinator has participated in high school relation efforts and marketed online courses and degrees through these opportunities.
Maintain a functioning distance learning webpage which will include	Distance Learning Coordinator	Ongoing			The new DL webpage will become active with the college wide

links to course schedules, course syllabi, online course calendar and FAQ					webpage debut in Fall 14.
Continue to offer online orientation to first time online students	Distance Learning Coordinator Chair of Distance Learning Committee	Ongoing	Computer lab BlackBoard		Online orientation is offered on all 3 campuses for first time online students.

**Distance Learning
Phillips Community College Strategic Plan**

Priority of Focus: Ongoing Professional Learning and Success

Goal 4: Ongoing Professional Learning and Success					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Provide training to faculty using online LMS	Distance Learning Coordinator Online Faculty Trainers	Ongoing			Department trainings have been conducted on the PCCUA LMS. The DL department continues to provide faculty support and training on the PCCUA LMS.
Attend Arkansas BlackBoard Users Group conference	Distance Learning Coordinator Online Faculty	Every Spring semester	Financial support for conference registration and travel	Conference attendees make a report to distance learning committee	2 online faculty attended the ARBUG conference in Spring 14 and shared their experiences with the Distance Learning Committee Spring 14.

					The DL Coordinator was unable to attend the conference due to scheduling conflict but did participate in a Webinar which highlighted particular workshops at ARBUG during Spring 14.
Develop 45 minute professional development workshops on online LMS and software which enhances online LMS	Distance Learning Coordinator Distance Learning Committee	2 workshops per semester to be offered beginning Fall 14	Computer Lab	Faculty who use online LMS should attend at least 1 workshop per semester	Currently developing the first training which will be scheduled Fall 14 (October and November).
Create a help guide for faculty who have never used the online LMS but wish to begin using the LMS	Distance Learning Coordinator Distance Learning Committee	Spring 15			The DL Coordinator created a help guide for the PCCUA LMS Summer 14. The guide is a detailed "how to" workbook over 100 pages.

**Financial Aid
Phillips Community College Strategic Plan**

Priority of Focus: Support for Student Learning

Goal 1: Support for Student Learning

Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
1-A Continue to develop and provide better information & access to student's early on financial aid application processes and issues.	All FA Staff	Immediately	None		Check status of action. (On-going process for FA staff)

**Financial Aid
Phillips Community College Strategic Plan**

Priority of Focus: Support for Student Learning

Goal 2: Support for Student Learning – Recruitment (Improve Access and Opportunities for Traditional and Non-Traditional Students)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
1-A Explore additional avenues that will increase funding sources for traditional and non-traditional students.	Scholarship Office (financial aid office can assist with this)	Immediately	Develop plan (or grant) to increase merit-and need-based financial aid funding (especially for those students who are not eligible for Pell Grants).	Document the number of students who benefit from these funds each semester.	Check status of action to see how many students' needs are being met. (Long-term process – will take possibly 2 or 3 years to achieve).
1-B Create additional undergraduate majors that will attract more students. Thereby	Administration/faculty	Within a year or two. (by fall 2016)	Not sure of cost	Document the number of students or percent increase in enrollment once implemented.	Check status of action. (I need to delete this goal. I will be unable to achieve desired results due to my

enrolling a larger more diverse student body at PCCUA.					inability to create additional majors at this time).
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**Financial Aid
Phillips Community College Strategic Plan**

Priority of Focus: Support for Student Learning

Goal 3: Support for Student Learning – (Retention)					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
1-A Strengthen communication to students so they are aware of all of the resources available to them campus-wide.	FA staff Campus-wide effort	Immediately	None		Check status of action. (On-going process. 2-year goals)
1-B Ensure that instructors know where to send students who appear to need help.	VC Academics	Immediately	None	Document students who are retained by this effort.	Check status of action. (FA office will not be able to achieve desired results of this goal).
1-C Provide personalized intervention for at-risk students or students who may experience academic difficulty.	Faculty/advisors	When needed	None	Track/monitor total number of students advised and retained using this strategy.	Check status of action. (On-going process. Long term 2 to 3 yr. to increase student retention. Will continue to work

					with faculty/advisors to achieve.
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**Fiscal-Budgeting
Phillips Community College Strategic Plan**

Priority of Focus: Planning and Budgeting Processes and Practices Tied to Institutional Strength and Student Success Priorities

Goal 1: Increase faculty/staff involvement in budget process					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Modify procedures to insure more faculty/staff involvement in budget planning and preparation.	Controller and Vice Chancellor for Finance and Administration	36 Months	Staff time and energy	Increased awareness and understanding of the college budget by faculty/staff.	The new budgeting process has been in place for two budget cycles. The budget directors and the Chancellor's Cabinet have been more involved in the budget process which has resulted in a more effective planning tool.

Priority of Focus: On-Going Professional Learning and Success

Goal 2: Increase the level of knowledge of key business office personnel involved in the budgeting process					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Provide opportunities for key business office personnel to attend continuing education programs	Vice Chancellor for Finance and Administration	12-36 months	General revenue to cover cost of travel	Increased level of skill and knowledge will result in a more efficient and	Business office personnel have increased their skill and knowledge through attendance

				effective budgeting process	at AACUBO and SACUBO workshops and annual conferences.
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**High School Relations-DeWitt Campus
Phillips Community College Strategic Plan**

Priority of Focus: Ongoing Professional Learning & Success

Goal 1: Offer Professional and Positive College Experience					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Professional Faculty & Staff	College/C & T Director	July 1 – June 30	Continuous College Professional Development Offerings	Number Employees Participating	15 Instructors and staff involved in two sessions of PD
Provide Career Exposure/ Experience with Career Coach	Career Coach Supervisor/College	Immediate	College/Public School District /State & Local Contacts /Career Coach Budget	State Reports on Student Contacts/New Grant Application Approval /Student Recruited to Campus	New grant written for 2014-2015. Fully funded as written includes ACT Academy, Career Cluster Camp, and College Visits. All reports are up to date. Both coach and supervisor attend all conferences.
Attract Students Through GEAR UP Program	GEAR UP Director/Coordinator/ Campus Liaison	Immediate	GEAR UP Budgets/Outside Contacts	Number of Students Served in Activities	Fall/spring after school programs held (gr 6-9). Summer Program had 15 students.

**High School Relations-DeWitt Campus
Phillips Community College Strategic Plan**

Priority of Focus: Support for Students & Learning

Goal 2: Provide the very best possible learning environment on campus with additional off campus options					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
General/Specialized Training for Faculty	College/C & T Center/Concurrent	ASAP	National/State/Departmental /College Professional Development	Campus Offerings/ Hours Submitted	All C & T instructors attended state and 4 hours on campus PD.
Outside Student Learning/Experience Opportunities – Guest Speakers /Field Trips	College/C & T Center/Concurrent/Career Coach	ASAP	C & T Director /Community & State Contacts	Tally	Each of the 5 program areas had guest speakers and took at least one field trip.
Student Academic Success	Faculty/College/ /C & T Director /Student	ASAP	Textbooks/Website/Campus Libraries/New Technology Teaching Methods	Final Grades /Number of TC, CP, Associate Degrees	Sixty-one juniors & seniors earned CP's in the 5 program area's.

**High School Relations/Career and Technical Center-(DeWitt Campus
Phillips Community College Strategic Plan**

Priority of Focus: Development and Support of Emerging Technology

Goal 3: Strive to bring Classrooms/Labs/Offices/College Up to New Technology					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Maintain Updated Student Computer Labs	College/C & T Center	Immediately	College/C & T Budgets	Look at Increase Faculty Lab Usage for Student Class/Research/Reports	Students have direct access to more than 2 full (20) computer labs. Two classrooms have student computers in the classroom.
Upgrade to New Technology - Instructor Teaching Tools	College /C & T Center	ASAP	College/C & T Budgets	# Faculty Utilizing New and Emerging Technology for Teaching Purposes	One classroom has a Smart Board and two classrooms have ceiling mounted projectors (1 in process now). All instructors have had hands on TAC training for student grading system.

**High School Relations/Career and Technical Center-(Stuttgart Campus
Phillips Community College Strategic Plan**

Priority of Focus: Support for Students and Learning (Recruitment, Retention, Completion)

Goal 1: Host an expanded college/career fair to replace the one at Stuttgart High school, inviting all high schools within an hour's drive of PCCUA Stuttgart.					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results

Develop a plan for moving the fair to the GPC with the assistance of all shareholders.	K-12 Relations Director	Finish all discussions and planning by the end of FY2014.	High school principals and counselors, college recruiters, military recruiters, area business and industry recruiters	Fair held on the PCCUA Stuttgart campus during the 2015 school year and hosting at least three high schools.	The first College/Career Fair was held on the college campus Sept. 10 th 27 Colleges & Military personnel were present to serve 350 area High School Students. School Districts represented was Stuttgart, Hazen, England and Clarendon
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**High School Relations/Career and Technical Center-(Stuttgart Campus
Phillips Community College Strategic Plan**

Priority of Focus: Ongoing Professional Learning and Success

Goal 2: Ensure that all college instructors who teach high school students in concurrent or dual credit courses have support in the area of discipline and instruction of students at that level of maturity.					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Request information from instructors on areas in which they need support	K-12 Relations Director	Responses by end of spring break	Descriptions of available classroom management programs, in-service available on instructional models, and other applicable programs	List of professional development opportunities for instructors of high school students in college courses	I will be sending out a survey to the teachers before they leave for Christmas Break to see what PD they would like to have more information on.
Contact providers and set up training	K-12 Relations Director	All instructors should have at least two	ACE, ADE, ADHE, Arkansas Education		Once the information is received I will then

		opportunities for professional development during the summer.	Service Cooperatives, various independent consultants	Summer in-service opportunities schedule	start contacting PD Providers in January.
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**High School Relations/Career and Technical Center-Stuttgart Campus
Phillips Community College Strategic Plan**

Priority of Focus: Planning and Budgeting Tied to Institutional Strength and Student Success Priorities

Goal 3: Revisit and revise all processes for recruiting and retaining high school students for concurrent credit classes to ensure that the processes are transparent and easy to understand.					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Gather all written processes pertaining to high school recruitment and retention.	K-12 Relations Director	Complete by end of spring break	Handbooks, college catalog, student services personnel and forms, policy manual	Thorough search of all processes and procedures completed.	Handbook for the C&TC is complete and working on Handbook for concurrent credit classes.
Appoint a committee to review and discuss assembled materials.	Campus vice chancellor	Committee formed and meetings set by end of spring semester	Vice chancellor for instruction, vice chancellor for student services, director of C&TC	Roster of committee members and calendar of meetings	
Recommend modifications.	K-12 Relations Director	Finish by the end of summer	All above-mentioned resources	Written recommendations	

**Institutional Technology
Phillips Community College Strategic Plan**

Priority of Focus: Support for Students and Learning

Goal 1: Ease of access for students.					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results

Systems Integration	Arthur Gentry Jason Jaco Lee Williams	5 Year	Ellucian IT Staff Microsoft	Streamlining the internal authentication to increase ease of access.	Some beginning foundation for this process is in place. Testing other viable options.
Development of Student Portal	Arthur Gentry Jason Jaco Lee Williams	1Year or less	Web design and authentication configuration.	A single point for students to login and access the resources they need.	In beginning stages of implementation.
Wifi Access	DJ Burkes Lee Williams Jason Jaco Arthus Gentry	1 Year	IT Staff	Access to WIFI in all common areas on all PCCUA campuses, as well, as in all meeting areas.	Helena campus is at 80% Dewitt is at 70% Stuttgart is at 60%

**Institutional Technology
Phillips Community College Strategic Plan**

Priority of Focus: Development and Support of Emerging Technology

Goal 2: Use new technology to increase efficiency and resiliency.					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Install Multipoint Server in all labs.	DJ Burkes Patricia West Mickey Johnson	3 Years	MP Software IT Staff	Decrease cost of lab by up to 75% freeing up resources.	Helena campus is at 65%. This is the pilot campus, and results have been good.
Internal Network redesign to accommodate AREON Internet connection.	Arthur Gentry Jason Jaco Lee Williams	1 Year or less	AREON IT Staff Newer networking equipment.	Less network congestion.	Replacement of dated equipment has begun. Configuration of port channels to accommodate greater speed is being designed.

Utilize AREON intercampus network for Disaster recovery.	Jason Jaco	5 Year	Development and design of network based DR Plan.	All Disaster Recovery will be located at a remote site and automated.	Have begun discussions with AREON.
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**Institutional Technology
Phillips Community College Strategic Plan**

Priority of Focus: Ongoing Professional Learning and Success

Goal 3: Better prepare IT to support students and staff.					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Rewrite IT job descriptions to better reflect support needs going forward	Jason Jaco	1 Year	Evaluation and observation.	Completed document reflecting current and future staff requirements.	Have not begun.
Develop and implement online training for PCCUA staff.	Jason Jaco	3 Year	Observation of staff usage and comfort level with software.	Web site accessible to all employees with varied training documents.	Have not begun.

**Library Services
Phillips Community College Strategic Plan**

Priority of Focus: Support for Students & Learning (recruitment, retention, & completion)

Goal 1: Improve library support services to link classroom assignments to library content and provide easier access to library materials					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results

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.
Enhance library presence on college website	Library Director	Ongoing as required	College webmaster	Library webpage content current and easily located on college website	Waiting on website enhancements to be added

**Library Services
Phillips Community College Strategic Plan**

Priority of Focus: Development and Support of Emerging Technology (responding to change)

Goal 2: Develop plan for ongoing upgrade and maintenance of computer hardware and software					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Develop replacement plan for computer and audio-visual equipment	Library Director	Ongoing as required	Director of IT Department; Vice-Chancellor for Instruction	Development of formal plan for equipment replacement; identification of funding for equipment needs	Computers updated for Helena and Stuttgart campuses; IT Department update scheduled for Stuttgart circulation desk workstation
Develop plan for ongoing maintenance and upgrades of library software	Library Director	Ongoing as required	Ill Library Services representative; Arkansas State Library	Development of formal plan for review of software to determine need for software upgrades / replacement	IT Department replacement schedule in place

**Library Services
Phillips Community College Strategic Plan**

Priority of Focus: Ongoing Professional Learning and Success

Goal 3: Identify professional development, training, and continuing education opportunities for library staff					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Identify training opportunities for library staff and programs; identify key library personnel for participation; explore options for webinars and free training offered by Arkansas State Library	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 library in-service	Library Director and Assistant Librarian scheduled for state library association conference; annual library staff in-service completed

**Maintenance
Phillips Community College Strategic Plan**

Priority of Focus: Planning and Budget Processes and Practices

Goal 1: Maintain a clean, safe healthy leaning environment to help promote out students success. Keep all campus Buildings, grounds, and vehicles in proper working order.					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Keep all buildings clean and support student activities	Rachel Hughes and Crew with the help and assistance of the entire maintenance crew.	Every day as long as we are a college	Cleaning supplies, paper produces, cleaning equipment, good staff	All buildings are clean and restrooms are clean while trying to operate within our budget.	No complaints from administration, faculty, staff, and most importantly our students.

Maintain all grounds in a manner that our students and college is proud of it.	James Donaby and Grounds Crew	Mowing in warm weather and Grounds Maintenance in other seasons. Hill repairs, tree trimming and removing dead trees.	Equipment: Tractors, Mowers, Backhoe, Blowers and Trimmers, chain saws. Building and Grounds Crews	Buildings and Grounds will be clean and manicured.	Satisfaction from community, staff and students. Employee/Crews take pride in their work
Maintain all campus buildings in order to achieve a good learning environment	Rex Pippenger and Maintenance Staff	Ongoing-all year, every day	Proper tools and materials to complete jobs/repairs and maintain within departmental budget.	Building maintenance	Little or no complaints from employees and students. Have upgraded HVAC programing in the energy management computer to help insure a better learning environment.
Complete renovations and repairs in support of college programs	Entire maintenance staff	As needed and budget allows	Knowledge of work and resources to do the job	Renovated classrooms, buildings and student success	The Arts and Science building has had a major renovation to the second floor and the rest of the building has had new waterproofing on the decks and the entire HVAC system has been upgraded to state of the art controls. This was all made possible by a grant that Susan Carter applied for.

Maintenance
Phillips Community College Strategic Plan

Priority of Focus: Planning and Budget Processes and Practices Tied to Institutional Strength and Student Priorities

Goal 2: Vehicle Maintenance					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Maintain all vehicles- both mechanical and appearance	Antonio Dixon	Ongoing-all year	Parts and supplies	Weekly checks on vehicles for safety and proper operation	All vehicles are well maintained and ready to go on college business. Also we have implemented a new vehicle safety check list to insure all vehicles are well maintained and safe to drive.

**Maintenance
Phillips Community College Strategic Plan**

Priority of Focus: Ongoing Professional Learning and Success

Goal 3: Staff development and Training					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Staff Development and training for employees	Supervisors	Monthly safety meetings	Required resources needed for training. We are now using a smart board for our safety training.	Certifications, licensing renewal. And documentation of training	We have improved Our safety program by following department of labor and workman’s comp. directions and suggestions.

**Physical Plant
Phillips Community College Strategic Plan**

Priority of Focus: Support for Students and Learning

Goal 1: Safety for Students					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Increase students Safety by keeping the campus neat and clean	Maintenance Supervisor Grants and Facilities Management Accountant	12 – 36 Months	General Revenue to cover maintenance and repairs	Fewer accidents reported	No accidents Reported

Priority of Focus: Support for Students and Learning

Goal 2: Campus Awareness for Students					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Increase faculty/staff awareness of locations of key departments on their home campus	Grants and Facilities Management Accountant	12 months	General Revenue to have maps printed	Meeting on each campus to share maps and other information with the students	Still in process on gathering information
Install AED units in every building on the Helena Campus	Maintenance Supervisor	12 months		Check every device yearly to ensure they are still charged	All AED units are installed in every building on the Helena Campus

**Student Services
Phillips Community College Strategic Plan**

Priority of Focus: Support for Students and Learning

Goal 1: To ensure that the Student Services division will foster a student-centered approach to management and operations.

Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Make sure that all patrons of the college receive excellent customer service	All SS offices and personnel	Ongoing	Customer service reminders and workshops	Complaints from patrons and/or supervisors	We did not receive any formal complaints.
Promote out-of-class activities that promote interaction between students and connect them with PCCUA	VCSS, Student Activities coordinator, Student Activities committee	Ongoing	Monthly student activities committee meetings	Number of events and attendees throughout semester	We had an ice cream social, two cookouts, and a breast cancer awareness project led by our Student Activities Committee. In addition, we had regular Book Club meetings, and another student group, META (Men Enrolling To Advance) was created to provide support for minority males.

**Student Services
Phillips Community College Strategic Plan**

Priority of Focus: Development and Support of Emerging Technology

Goal 2: The SS division will support the College's efforts to maintain and upgrade technology, and student use of that technology.					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Assist the IT staff with providing training to staff and students with WebAdvisor and Blackboard	Admissions/Records, Testing, Advising	Ongoing	WebAdvisor, Blackboard, Orientation, Portal	Student Use of software	When a student has a technical issue, we use a public computer in Admissions to show the student how to

					use the software. If that does not solve the problem, we show them how to submit a help desk ticket to the IT department.
Begin process of scanning documents to simplify application/registration process	Admissions/Records, Advising, Financial Aid	Spring 2014	Title III, ImageOne software	Number of documents scanned	Plan to implement in Oct. 2014.

Priority of Focus: Development of Distance Learning Opportunities

Goal 3: Work with academic departments to increase online class participation and offerings.					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Communicate with academic departments regarding demand of classes	Admissions/Records, Registrar	Ongoing	UA Consortium, Datatel	Number of new classes offered based on demand; number of students enrolled	Worked closely with Academic Affairs to gauge class demand. Discussed making some online classes "no limit" so that all students that need the class can enroll.

**Testing and Placement
Phillips Community College Strategic Plan**

Priority of Focus: Support for Students and Learning

Goal 1: Provide a test environment that is consistent with academic integrity and conducive to student success.					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Provide a quiet testing environment	Testing Center coordinator, Administration	Ongoing	Computer labs, space available	Complaints by testers	Ongoing – larger testing center- Ordering headphones
Provide a test environment that discourages cheating	Testing Center coordinator, Administration	Ongoing	Video cameras, space available	Complaints by testers, discipline forms received by VCSS	Considering privacy shields for workstations until testing center expanded

Priority of Focus: Ongoing Professional Learning & Success

Goal 2: To keep up-to-date with state and national testing procedures and trends.					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Attend annual Testing Centers of Arkansas meeting	Testing Center Coordinators	Each Fall	Budget resources	Attendance each year by coordinators	Checking on registration

**Testing and Placement
Phillips Community College Strategic Plan**

Priority of Focus: Development of Distance Learning Opportunities

Goal 3: Contribute to overall College goals of increasing opportunities for online and distance education.					
Strategic Actions	Responsibility	Timetable	Resources	Measurable Outcome	Status/Results
Increase number of proctored exams for online classes.	Testing Center Coordinator, Instructors, Administration	Ongoing	Computer labs	Number of tests proctored each semester	Larger testing center needed (only 5 testing stations)
Increase number of proctored exams for other colleges and universities	Testing Center Coordinator	Ongoing	Computer labs; other colleges and universities	Number of proctored tests each semester	Distance Ed. Dept. handles majority of proctored exams for other schools, we are available for overflow.

**Student Focus Group
PCCUA Strategic Planning**

Priority of Focus: Support for Students and Learning

Students were invited to participate in a discussion regarding PCCUA’s Strategic Plan and areas that students could contribute to the goals of the College plan and promote college completion. Upon review of the six goals, the students discussed opportunities to support student success and learning at PCCUA. They were excited to have an opportunity to contribute to the College’s strategic plan and expressed areas that they could use additional information felt that they could provide input for the *Support for Students & Learning* goal in the College Strategic Plan.

Goal 1: Support for Students and Learning
Strategic Actions/Suggestions
<ul style="list-style-type: none"> • Financial Aid Programs available <ul style="list-style-type: none"> ○ Job Win ○ Southern Bancorp ○ Others • Students said they need more information about financial aid opportunities and that they didn’t really know what was available • Students would like to know about available financial aid assistance for students who live outside of Arkansas (i.e., Arkansas Career Pathways not available if out of state) • Possible gas vouchers • Would be helpful if Advisors had scholarship information/packets related to discipline • Bookstore- put packets related to materials/book options available
Student Orientation: Helpful to provide packet/pamphlet of all financial aid that is available to students or ways students can pay for college.
Student Seminars- Topical <ul style="list-style-type: none"> • Topics outside of college classroom • Discuss Social Issues <ul style="list-style-type: none"> ○ Sex Health/Safe Sex: How it effects future/education • Social Media-Effects on Time • Speaker Series-Fun/General Topics

- Debate
- Communication: Face to Face vs. Hiding Behind Cell Phone

Resources needed for students such as:

- Struggling with alcohol
- Pregnancy-how to handle crisis/news and going to school
- Counseling Office Resource
- Training for faculty what to tell students when they need help (how to refer students for counseling services)

PTK students are willing to serve in leadership roles and to serve on student focus groups.