|  | **G/O/A** | **Objective** | **Strategies/Actions** | **Accountability Measures** | **Fiscal Impact** | **Person(s)**  **Responsible** | **Timeline**  **Specific Date** |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | 1.0 | **Maintain affordability and accessibility.** |  |  |  |  |  |
|  | 1.1 | 1.1 Deliver accessible quality education to the regional and global workforce. | 1.1.1 Offer classes and programs by a variety of methods at a variety of locations and at a variety of times. | 1.1.1 3% increase in enrollments annually. | 1.1.1  $30,000 to $50,000 annually. | 1.1.1  C. Brock  L. Rideaux  G. Clark  J. DeLeon  S. Kolar  M. Krall  J. Harrison  G. Liebst | 1.1.1  2009-2011 |
|  | 1.2 | 1.2 Expand class offerings to improve program accessibility. | 1.2.1 Create opportunities to better connect community, business, and industry needs with college classes and program offerings.   * Strategically add satellite centers to provide greater course and program access and ensure opportunities to the various communities the college serves. * Expand high school/college connection programs to better serve Aldine, Spring, and Klein ISDs. * Increase marketing efforts to promote expansion of class offerings, programs, and partnerships.   1.2.2 Increase nursing online/hybrid options for students | 1.2.1  3% increase in enrollments annually.  3% increase in high school-related enrollments annually.  3% increase in enrollments annually.  1.2.2 20% increase in nursing enrollments by 2011. | 1.2.1  $25,000 annually.  $25,000 annually.  1.2.2  $25,000 annually. | 1.2.1  S. Head  L. Rideaux  C. Brock  V. Stanfield  C. Brock  C. Sutphen  1.2.2  C. Brock  S. Kolar | 1.2.1  Fall 2009 to Fall 2010  Fall 2009  2009-2011  1.2.2  Fall 2010 |
|  | 1.3 | 1.3 Increase accessibility and opportunity to diverse populations in the region. | 1.3.1 Implement recruitment and retention strategies that focus on diverse populations.   * Host Black Male Summit to develop college-going mindset among the African-American male demographic. * Host Hispanic Male Summit to develop college-going mindset among the Hispanic male demographic. * Implement strategies to encourage non-traditional students to enroll in programs they may not consider. * Align planning and budget activities for a center to serve the southeastern sector of the college’s service area.   1.3.2 Research and evaluate new grant sources and opportunities that focus on serving diverse populations (i.e. Title V).  1.3.3 Implement joint programs in conjunction with community organizations and groups that create pipelines for diverse populations to enter the college.  1.3.4 Enhance and maintain diverse representation in all marketing materials.  1.3.5 Improve campus climate by soliciting and using regular feedback for decision making. | 1.3.1  2% Increase in African-American male enrollment annually.  2% Increase in Hispanic male enrollment annually.  3% increase in females in male-dominated fields and males in female-dominated fields annually.  3% increase in enrollment annually.  1.3.2 Increase in grant funds annually.  1.3.3 10% increase in GED graduates who enroll in CE or credit programs annually.  1.3.4  1.3.5 Improved engagement and satisfaction of students (i.e. CCSSE and SENSE). | 1.3.1  $15,000 annually.  $15,000 annually.  $15,000 annually.  $25,000 annually.  1.3.2  1.3.3  $5,000 annually.  1.3.4  1.3.5  $8,000 annually. | 1.3.1  B. Lambert  C. Sutphen  B. Lambert  C. Sutphen  C. Brock  J. DeLeon  S. Kolar  S. Head  R. Rideaux  1.3.2  C. Brock  Grants  1.3.3  C. Brock  B. Lambert  L. Rideaux  C. Hinkson  1.3.4  C. Sutphen  1.3.5  C. Brock  B. Lambert  L. Rideaux  C. Sutphen | 1.3.1  Fall 2009  Spring 2010  Spring 2010  2010  1.3.2 2009-2011  1.3.3  2009-2011  1.3.4  2009-2011  1.3.5  2009-2011 |
|  | 1.4 | 1.4 Promote more financial aid opportunities to students. | 1.4.1 Ensure greater access to financial aid options by providing expanded opportunities for future and current students to apply for and receive assistance.   * Deploy Mobile Go Unit on a regular basis to better reach hard-to-reach populations. * Expand student scholarship opportunities by better accessing and utilizing LSCS Foundation resources. * Create enhanced Web site for financial aid and scholarship opportunities to provide updated information on a regular basis. * Ensure financial aid and scholarship options are prominent on all marketing materials and communications. * Develop a financial aid database for special populations (veterans, unemployed, transient summer students, lower socio-economic strata) | 1.4.1 10% increase in the applications leading to enrollments annually. | $5,000 annually.  $5,000 annually.  $10,000 annually. | B. Lambert  L. LaPres  B. Lambert  V. Johnson  V. Johnson  C. Sutphen  C. Sutphen  V. Johnson  B. Juelg | 2009-2011  Fall 2009  Fall 2009  2009-2011  Spring 2010 |
|  | 2.0 | **Recruit and retain talented and innovative faculty, administrators, and staff.** |  |  |  |  |  |
|  | 2.1 | 2.1 Review current faculty, administrator, and staff orientation programs system-wide and develop one effective orientation program. |  |  |  |  |  |
|  | 2.2 | 2.2 Expand a substantive, dynamic and innovative mentoring and professional development program for all faculty, administrators, and staff. |  |  |  |  |  |
|  | 2.3 | 2.3 Create and foster a culture of feedback and continuous performance improvement. | 2.3.1 Provide relevant analysis and recommendations based on feedback to faculty, staff, and administration.   * Provide regular relevant reports based on data. * Provide means (i.e. professional development) to effectively access, interpret, and understand the use of data. * Provide continuous access to data for relevant users. | 2.3.1 Working with faculty, staff and administration, develop a college-based satisfaction review process. | $2,000 annually.  $5,000 annually. | 2.3.1  President  VPs  Faculty Senate & PSSA Presidents  C. Brock  R. Richter  L. Johnson  G. Clark  C. Brock  R. Richter | 2.3.1  2009-2011  2009-2011  Beginning Fall 2009  Spring 2010 |
|  | 2.4 | 2.4 Provide employees with a total rewards package that is competitive with identified local, regional and national benchmark employers. |  |  |  |  |  |
|  | 2.5 | 2.5 Develop a system-wide diversity initiative which promotes an inclusive workplace that celebrates and values all. | 2.5.1 Embrace a concept of diversity beyond ethnicity to include gender, sexual orientation, and differing philosophies to create shared appreciation and understanding of differing viewpoints.  2.5.2 Develop programs and processes to share diverse points of views, which offer support and freedom of expression.   * Host expanded and enhanced events to celebrate diversity. * Implement professional development and training opportunities on diversity sensitivity and inclusiveness. * Implement training on teaching methods to meet needs of diverse students.   2.5.3 Improve and expand faculty, staff, and administrator recruitment from minority institutions, professional organizations, and through diversity-focused media outlets.  2.5.4 Regularly measure campus climate by administering surveys and questionnaires, and facilitating focus groups. | 2.5.1 Increased awareness, understanding and acceptance as demonstrated on satisfaction surveys.  See 1.3.1  80% of participants report positively.  50% of faculty participation over a three-year period.  2.5.3 10% increase in diverse applicant pool annually.  2.5.4 Increase in satisfied and engaged employees. | 2.5.1  $5,000 annually.  2.5.2  $5,000 annually.  $5,000 annually.  $2,500 annually.  $2,500 annually.  2.5.3  $1,500 annually.  2.5.4  $1,500 annually. | 2.5.1  S. Head  J. Boley  R. Hutyra  2.5.2  S. Head  J. Boley  R. Hutyra  B. Lambert  L. Rideaux  C. Sutphen  L. Johnson  R. Hutyra  L. Johnson  2.5.3  J. Boley  R. Hutyra  2.5.4  C. Sutphen | 2.5.1  2009-2011  2.5.2  Spring 2010  Fall 2009  Spring 2010  Spring 2010  Spring 2010  2.5.3  2009-2011  2.5.4  Fall 2009 |
|  | 2.6 | 2.6 Identify, develop and leverage innovative employee talent that maximizes our ability to achieve system mission and goals. | 2.6.1 Convene focus groups to investigate best practices with regard to identifying, developing, and maximizing employee talent.   * Identify potential employee talent throughout the college. * Assist support and professional staff to maximize their potential. * Implement cross-functional job shadowing opportunities. | 2.6.1 Expanded pool of talented employees to draw from. | 2.6.1  $5,000 annually. | 2.6.1  J. Boley  L. Johnson | 2.6.1  2009-2011 |
|  | 3.0 | **Provide academic excellence and strengthen connectivity and accountability through high quality academic and service programs.** |  |  |  |  |  |
|  | 3.1 | 3.1 Implement a system-wide faculty-driven academic review process to assess the growth, quality, viability and accessibility of all programs. | 3.1.1 Identify and collect data on workforce trends and transfer programs.    3.1.2 Assemble discipline faculty to review their own courses/programs to determine areas for improvement.    3.1.3 Review and apply EEOC accessibility standards.  3.1.4 Convene campus-wide committee to review data and establish criteria for viable programs.    3.1.5 Track and monitor a variety of ancillary academic support programs (e.g. honors, service learning, international education, on-going DCF). | 3.1.1 Regular reports established and available on the Web.  3.1.2 Faculty convened, minutes of discussions available; syllabi and catalog updated.  3.1.3 Changes in programs and facilities documented.  3.1.4 Criteria applied to selected programs and recommendations made.  3.1.5 Improved participation by students and faculty. | 3.1.1  $21,800 annually.  3.1.2  3.1.3  3.1.4  $5,000 annually.  3.1.5 $14,500 annually. | 3.1.1  C. Brock  3.1.2  G. Clark  J. DeLeon  J. Harrison  S. Kolar  M. Krall  G. Liebst  3.1.3  Deans &  Directors  3.1.4  C. Brock  3.1.5  C. Brock | 3.1.1  Fall 2009  3.1.2  Fall 2009  3.1.3  Fall 2009  3.1.4  Fall 2009  3.1.5  Fall 2009 - 2011 |
|  | 3.2 | 3.2 Strengthen career services for those with work experience and those new to the workforce. |  |  |  |  |  |
|  | 3.3 | 3.3 Make accountability and performance visible throughout the system through annual report card to the public and the college community. | 3.3.1 Track additional/ancillary programs (such as those in 3.1.5) and articulate student success rates.  3.3.2 Produce Web reports highlighting met accountability measures and performance throughout the college.  3.3.3 Arrange annual meetings for the President with various community groups.  3.3.4 Expand outreach activities such as SOAR, STAR visits, dual credit, service learning, youth programs, and student organizations. | 3.3.1 Web report available highlighting student success.  3.3.2 Web report available highlighting student success.  3.3.3 Meetings held; participants documented.  3.3.4 Numbers of attendees documented and tracked. | 3.3.1  3.3.2  3.3.3  $5,000 annually.  3.3.4 $20,000 annually. | 3.3.1  C. Brock  3.3.2  C. Brock  R. Richter  3.3.3  S. Head  3.3.4  C. Brock  B. Lambert | 3.3.1  Spring 2010  3.3.2  2009-2011  3.3.3  2009-2011  3.3.4  2009-2011 |
|  | 3.4 | 3.4 Increase electronic communications to support activities in a multi-site environment. |  |  |  |  |  |
|  | 3.5 | 3.5 Enhance the infrastructure and visibility of extra-curricular and student organizations across the system | 3.5.1 Pursue opportunities for collaborative efforts between academic affairs and student affairs.  3.5.2 Develop monitoring system to more effectively track the activities of student organizations.  3.5.3 Enhance marketing efforts to increase participation in student activities and recreational sports.  3.5.4 Provide leadership training opportunities to enhance skills to student organization officers and for the general student body.  3.5.5 Communicate so that employees are aware of student issues, activities and opinions. | 3.5.1 Number of joint events offered and attended.  3.5.2 Increased levels of activities effectiveness.  3.5.3 2% Increase in student participation annually.  3.5.4 10% increase in students attending leadership classes annually.  3.5.5 Increased awareness of student activities and events. | 3.5.1  3.5.2  3.5.3  $10,000 annually.  3.5.4  $5,000 annually.  3.5.5 | 3.5.1  C. Brock  B. Lambert  L. Rideaux  S. Balason  3.5.2  B. Lambert  3.5.3  B. Lambert  C. Sutphen  3.5.4  B. Lambert  3.5.5  S. Head  B. Lambert | 3.5.1  2009-2011  3.5.2  Fall 2009  3.5.3  2009-2011  3.5.4  2009-2011  3.5.5  2009-2011 |
|  | 4.0 | **Focus on outcomes driven student success.** |  |  |  |  |  |
|  | 4.1 | 4.1 Strengthen all academic support services. | 4.1.1 Promote programs and services that provide academic support leading to student success.   * Teaching and Learning Center * *Achieving the Dream* Initiatives * Library   4.1.2 Implement student academic support services Web site highlighting academic support programs that lead to student success.  4.1.3 Implement more programs for the second year experience and transfer students. | 4.1.1 2% increase in student retention, persistence and success annually.  4.1.2 Resources available for faculty and advisors  4.1.3 2% increase in student retention, persistence and success annually. | 4.1.1  $50,000 annually.  4.1.2  4.1.3 | 4.1.1  L. Johnson  M. Whitley  P. Lele  S. Balason  4.1.2  L. Johnson  C. Sutphen  4.1.3  L. Johnson | 4.1.1  Spring 2010  4.1.2  Spring 2010  4.1.3  Spring 2010 |
|  | 4.2 | 4.2 Focus on discipline-specific advising opportunities. | 4.2.1 Increase advising focused on specific student needs and program requirements.  4.2.2 Include advising information in course syllabi as appropriate. | 4.2.1 2% increase in student retention and completion annually.  4.2.2 2% increase in student persistence annually. | 4.2.1  $100,000 annually.  4.2.2 | 4.2.1  C. Brock  B. Lambert  4.2.2  C. Brock  Deans | 4.2.1  Spring 2010  4.2.2  Spring 2010 |
|  | 4.3 | 4.3 Improve and promote job placement for students. | 4.3.1 Implement comprehensive approach to career services including transition from college to work.   * Promote current students using online and on-campus bulletin board postings. * Network with community organizations that serve as bridge to new careers, such as “Dress for Success.” * Obtain feedback on how students do in workplace. * Host regular career fairs to bring students and employers together. * Offer a variety of career-prep and readiness services (resume writing, interviewing etiquette, dressing for success). | 4.3.1 Increase in job placement rates. | 4.3.1  $5,000 annually. | 4.3.1  C. Brock  B. Lambert  L. Rideaux  G. Clark  J. DeLeon  S. Kolar  M. Krall  J. Harrison  G. Liebst  C. Hinkson | 4.3.1  Fall 2009 |
|  | 4.4 | 4.4 Develop faculty-driven outcome assessment. | 4.4.1 Explore best practices and communicate innovations in outcomes assessment.  4.4.2 Review and track the success of transfer students.   * Develop discipline-based relationships with senior institutions. * Establish better system of reverse transfer with senior institutions. | 4.4.1 30% of faculty will review and adapt pedagogy within three years.  4.4.2 10% increase in reverse transfer rates annually. | 4.4.1  4.4.2 | 4.4.1  C. Brock  L. Johnson  Deans  4.4.2  C. Brock  B. Lambert | 4.4.1  2009-2011  4.4.2  2010-2011 |
|  | 4.5 | 4.5 Develop a method to track student goal attainment. | 4.5.1 Develop and implement system to track adjustments in student goals.  4.5.2 Develop and enhance case management advising system.  4.5.3 Develop and implement faculty mentoring/advising system. | 4.5.1 System in place; 2% increase in completion rates annually.  4.5.2 20% variance in persistence and success rates between advised vs. non-advised annually.  4.5.3 20% of faculty will participate by 2011. | 4.5.1  4.5.2  4.5.3 | 4.5.1  B. Lambert  AtD/FoE  4.5.2  B. Lambert  AtD/FoE  4.5.3  C. Brock  B. Lambert  AtD/FoE | 4.5.1  2010-2011  4.5.2  2009-2011  4.5.3  2009-2011 |
|  | 4.6 | 4.6 Provide clear degree program course requirements. | 4.6.1 Continuously evaluate degree program requirements.   * Provide clear indication of allowable course substitutions within degree plans. * Train advisors, counselors, and division advisors/counselors about individual degree plans and programs. | 4.6.1 2% increase in course completion annually, which leads to increased certificate and degree completion rates. | 4.6.1 | 4.6.1  B. Lambert  G. Clark  J. DeLeon  S. Kolar  M. Krall  J. Harrison  G. Liebst | 4.6.1  2009-2011 |
|  | 5.0 | **Create effective internal and external systems of communication.** |  |  |  |  |  |
|  | 5.1 | 5.1 Strengthen stakeholder interactions within system. | 5.1.1 Review and enhance college communications system focused on informing and receiving continual feedback.  5.1.2 Assemble community-based advisory groups to strengthen relationships that jointly impact the communities collectively served. | 5.1.1 Focus group and survey results indicate increased satisfaction.  5.1.2 Increased enrollments, scholarships, resources, and levels of community involvement. | 5.1.1  5.1.2  $10,000 annually. | 5.1.1  C. Sutphen  5.1.2  S. Head | 5.1.1 2009-2011  5.1.2 2009-2011 |
|  | 5.2 | 5.2 Expand a system-wide approach to sharing best practices. |  |  |  |  |  |
|  | 5.3 | 5.3 Implement a consistent emergency/crisis notification and response plan. |  |  |  |  |  |
|  | 5.4 | 5.4 Continue to define LSCS brand to improve system recognition, cohesion and pride. |  |  |  |  |  |
|  | 6.0 | **Provide quality student focused service.** |  |  |  |  |  |
|  | 6.1 | 6.1 Develop mandatory student orientation programs to meet needs of diverse student population. | 6.1.1 Implement a variety of orientation delivery systems: Web-based, DVD, live, group, and one-on-one orientation formats.   * Implement flexible orientation schedules to meet student needs.   6.1.2 Implement non-compliance hold status on students who do not attend orientations.  6.1.3 Expand advising for all incoming FTIC students. | 6.1.1 – 6.1.3 60% of FTIC students will participate in orientation by Fall 2010, with a 10% increase annually thereafter. | 6.1.1  $5,000  6.1.2  6.1.3  Refer to 4.2.1  $5,000 annually. | 6.1.1  B. Lambert  M. Dement  C. Sutphen  6.1.2  M. Dement  6.1.3  B. Lambert  M. Dement | 6.1.1  Fall  2010  6.1.2  Fall 2009  6.1.3  2009-2011 |
|  | 6.2 | 6.2 Strengthen and improve visibility of student and on-line support services. | 6.2.1 Implement on-line “HELP!” contact information system.  6.2.2 Increase actual tech support to personnel by offering live chat services.  6.2.3 Implement testing/admissions/registration processes and protocols compatible with online delivery systems. | 6.2.1 Establish baseline in Spring 2010 and increase response rates 2% per semester.  6.2.2 2% increase in user satisfaction.  6.2.3 5% increase in use of online serves annually. | 6.2.1  6.2.2  6.2.3 | 6.2.1  M. Dement  6.2.2  B. Juelg  6.2.3  M. Dement  L. Johnson  C. Sutphen | 6.2.1  Spring 2010  6.2.2  Spring 2010  6.2.3  Spring 2010 |
|  | 6.3 | 6.3 Offer non-English student service assistance to speakers of other languages. | 6.3.1 Indentify and enlist a corps of employee speakers of other languages to assist non-English speaking students and visitors.  6.3.2 Implement multi-language section of student services Web site.  6.3.3 Create multi-language versions of printed communications. | 6.3.1 Number of employees that participate and increased levels of satisfaction.  6.3.2 Number of hits on Web site.  6.3.3 5% increase in the number of inquiries annually. | 6.3.1  6.3.2  6.3.3  $5,000 annually. | 6.3.1  B. Lambert  M. Dement  6.3.2  B. Lambert  C. Sutphen  6.3.3  C. Sutphen | 6.3.1  Fall 2009  6.3.2  Spring 2010  6.3.3  Fall 2009 |
|  | 6.4 | 6.4 Streamline process for the continuous improvement and updating of the LSCS website. |  |  |  |  |  |
|  | 6.5 | 6.5 Improve Internet and web based media and communication formats to promote student engagement. |  |  |  |  |  |
|  | 7.0 | **Create efficiencies in operation in resource allocation.** |  |  |  |  |  |
|  | 7.1 | 7.1 Implement and streamline business procedures and management infrastructure across system. |  |  |  |  |  |
|  | 7.2 | 7.2 Implement technology to increase efficiency and promote stewardship of natural resources. |  |  |  |  |  |
|  | 7.3 | 7.3 Strengthen guidelines and protocols for the use of external service providers. |  |  |  |  |  |
|  | 7.4 | 7.4 Improve effectiveness to assess the stewardship of state, local, and federal funds. | 7.4.1 Collaborate with external organizations and agencies that support and enhance educational and student initiatives.  7.4.2 Assist college departments and centers with their goals. | 7.4.1 Increase in partnerships.  7.4.2 Budgets are aligned with college priorities. Budgets are monitored and balanced. | 7.4.1  7.4.2 | 7.4.1  S. Head  C. Sutphen  7.4.2  J. Boley | 7.4.1  2009-2011  7.4.2  2009-2011 |
|  | 7.5 | 7.5 Implement a data driven system to support system-wide fiscal functions. |  |  |  |  |  |
|  | 8.0 | **Develop and maintain mutually constructive community partnerships.** |  |  |  |  |  |
|  | 8.1 | 8.1 Strengthen innovative relationships with local industries, healthcare community, state agencies, educational partners and civic organizations. | 8.1.1 Position LSC-North Harris as the major provider of high skill, technical educational certificate and degree programs through:   * Partnerships with area hospital and health care agencies, local industries, and TSU educational partnership. * Establishment of a health care regional training center. * Expansion and/or development of health care programs. * Building of a new center in the southwest sector of the college’s service area to offer accessible courses and programs. * Development of CE and credit workforce programs that are in highest demand. | 8.1.1 5% increase in overall awarding of degrees and certificates annually. | 8.1.1 | 8.1.1  S. Head  C. Brock  L. Rideaux  J. DeLeon  S. Kolar  M. Krall  C. Hinkson | 8.1.1  Fall 2010/  Spring 2011 |
|  | 8.2 | 8.2 Strengthen connectivity of enrollment in technical programs and projected workforce needs. | 8.2.1 Promote CE and credit workforce programs to the community by participating in functions that showcase these programs.  8.2.2 Increase funding for CE and credit workforce programs that are in the highest demand.     * Review and analyze program evaluation data. * Review labor market analysis trends. | 8.2.1  8.2.2 Deactivate low enrollment programs annually and improve grant and external funding. | 8.2.1  8.2.2 | 8.2.1  C. Brock  L. Rideaux  J. DeLeon  S. Kolar  C. Hinkson  8.2.2  C. Brock  L. Rideaux  J. DeLeon  S. Kolar  C. Hinkson | 8.2.1  2009-2011  8.2.2  2009-2011 |
|  | 8.3 | 8.3 Expand and market non-credit continuing education programs. | 8.3.1 Develop standard marketing strategy, processes, timelines, and external resources that may be used each time a new program is introduced to the community.  8.3.2 Enhance marketing efforts by leveraging industry partnership contacts and publications to promote new and existing programs.  8.3.3 Continuously research course and program offerings from sources outside of our system.  8.3.4 Expand advising efforts to increase awareness of CE programs to inform credit students of potential opportunities. | 8.3.1 Develop a strategy and common process and develop metrics for effectiveness of marketing.  8.3.2 Ensure marketing department advertises in various journals and publications each semester for workforce programs.  8.3.3 Administer employer surveys and perform environmental scans each semester.  8.3.4 Track number of credit students who enroll in CE classes in subsequent semesters. Report numbers each semester. | 8.3.1  8.3.2  8.3.3  8.3.4 | 8.3.1  Deans  C. Hinkson  C. Sutphen  8.3.2  Deans  C. Hinkson  C. Sutphen  8.3.3  C. Brock  C. Hinkson  8.3.4  C. Brock  C. Hinkson | 8.3.1  Spring 2010  8.3.2  Spring 2010  8.3.3  2009-2011  8.3.4  2009-2011 |
|  | 8.4 | 8.4 Create a system-wide mechanism to gather input from community. |  |  |  |  |  |
|  | 8.5 | 8.5 Promote the Lone Star Corporate College. |  |  |  |  |  |
|  | 9.0 | **Increase quality and quantity of technology services in support of teaching, learning, and administration.** |  |  |  |  |  |
|  | 9.1 | 9.1 Prepare system-wide technology strategic plan with input from user groups. |  |  |  |  |  |
|  | 9.2 | 9.2 Expand innovative and engaging on-line learning environments. | 9.2.1 Streamline processes for converting existing courses for online delivery. | 9.2.1 10% increase in online enrollments annually. | 9.2.1 | 9.2.1  C. Brock  L. Johnson  B. Juelg | 9.2.1  2009-2011 |
|  | 9.3 | 9.3 Expand and deliver academically challenging on-line programs through collaboration between faculty discipline experts and technology services. | 9.3.1 Provide professional development for faculty to increase rigor and promote student engagement and success.  9.3.2 Create faculty and technology advisory group to bridge gap between instructional delivery and technology-based delivery systems. | 9.3.1 5% increase in student success in online classes annually.  9.3.2 5% increase in student success in online classes annually. | 9.3.1  $10,000  9.3.2 | 9.3.1  C. Brock  L. Johnson  Deans  9.3.2  C. Brock  L. Johnson  B. Juelg | 9.3.1  2009-2011  9.3.2  2009-2011 |
|  | 9.4 | 9.4 Strengthen technology infrastructure and function of Office of Technology Services. |  |  |  |  |  |
|  | 9.5 | 9.5 Strengthen computer security and update protocols. |  |  |  |  |  |
|  | 9.6 | 9.6 Enhance the on-line support for faculty and students. |  |  |  |  |  |
|  | 9.7 | 9.7 Strengthen Internet/Intranet usage policy. |  |  |  |  |  |
|  | 10.0 | **Plan and achieve quality growth management.** |  |  |  |  |  |
|  | 10.1 | 10.1 Build innovative and high tech learning facilities while considering environmental sustainability. | 10.1.1 Engage faculty, staff, and students in comprehensive resource recycling.  10.1.2 Develop service learning and other projects focused on environmental sustainability.  10.1.3 Remain conscientious of green technologies in the process of new construction and renovation projects. | 10.1.1 Establish baseline of awareness of environmental factors and measure increases.  10.1.2 Expand campus energy efficiency leading to a decrease in energy consumption.  10.1.3 Expand campus energy efficiency leading to a decrease in energy consumption. | 10.1.1  10.1.2  10.1.3 | 10.1.1  B. Rivers  Faculty Senate  PSSA  10.1.2  B. Rivers  PSSA  10.1.3  B. Rivers  T. Erwin | 10.1.1  Spring 2010  10.1.2  Spring 2010  10.1.3  Spring 2010 |
|  | 10.2 | 10.2 Establish performance and reporting metrics for anticipated programmatic growth, enrollment growth, personnel needs and capital development. |  |  |  |  |  |
|  | 10.3 | 10.3 Strengthen security measures across system. |  |  |  |  |  |
|  | 10.4 | 10.4 Promote facility management to support growth. |  |  |  |  |  |