FY2004-FY2006 District Strategic Goals and 2003-2004 Division Achievement Indicators
Collin County Community College District
Student Development

Goal 1. Exhibit visionary leadership to provide educational experiences that enable students to excel academically and to be civically engaged.

Counseling Services

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2004
1.1. Promote and maintain awareness of Counseling Services as an integral part of the educational mission of the institution and supporting academic and personal excellence through the departmental services and programs	**Qualia**, Lyons, Fleniken, Love, Perrone	08/31/2004	**1.1.1.** Development of a comprehensive and friendly website; continuation of program development and presentations; expansion of on line counseling services; continue providing profession intervention and consultation to the college community related to developmental and psychological issues	**1.1.1.1.**
1.2. Expand ACPE class offerings to target students in transition and non-probation/suspension students, as well as college bound high school students and provide tailored curriculum to meet the educational and personal needs of these students	**Qualia**, Love, Fleniken, Kessel	08/31/2004	**1.2.1.** Offer individualized course sections for Women in Transition, non-probationary students, and college bound high school students' develop curriculum	**1.2.1.1.**

Goal 1. Exhibit visionary leadership to provide educational experiences that enable students to excel academically and to be civically engaged. (continued, 2 of 3)

Counseling Services (continued)

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2004
1.3. Expand programs to help support students with special issues such as sexual assault, domestic violence, disabilities	**Qualia**, Fleniken, Steele-Blakeman	Spring 2004	**1.3.1.** Collaborate with ACCESS and community agencies to develop appropriate programs; explore the option of having on-campus representatives for community agencies provide dedicated time to service students	**1.3.1.1.**
1.4. Conduct collaborative programming with Student Life, Wellness, Recruitment and Programs for New Students, and Psychology Department	**McRae**, Qualia, Jack, Kessel, Psychology Faculty, Adams	Fall 2003/ Spring 2004	**1.4.1.** Present programs that address overlapping issues in collaboration with these departments; to include, but not limited to alcohol awareness, safe break, mental health screening, dating violence; actively participate in orientation presentations on topis such a as student success and study skill.	**1.4.1.1.**

Recruitment and Programs for New Students

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2004
1.1. Increase participation in New Student Orientation	**Kessel**	08/04	**1.1.1.** Increased participation in New Student Orientation program by 25% from previous year **1.1.2.** Creation of new orientation format options to meet a greater variety of student needs	**1.1.1.1.** **1.1.2.1.**
1.2. Expand mentoring program to help students achieve more balance in college	**Kessel**	06/04	**1.2.1.** Increased student participation, increased GPA of students participating in program compared to general student population, and retention of students in program **1.2.2.** Expanded mentoring program to 50 student-staff matches	**1.2.1.1.** **1.2.2.1.**

Goal 1. Exhibit visionary leadership to provide educational experiences that enable students to excel academically and to be civically engaged. (continued, 3 of 3)

Financial Aid Office

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2004
1.1. Provide award package to eligible students	**Wilkison**, Staff	11/2003	**1.1.1.** Automation-almost completely automated. Will implement electronic funds transfer for loans during 2003-2004 year	**1.1.1.1.**

Career Services and Cooperative Work Experience

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2004
1.1. Expand partnerships with community employers to offer employment to students in technical degree and certificate programs including Cooperative Work Experience.	**Stewart**, Lane, Maughan, Gober	08/2004	**1.1.1.** Develop strategies for corporate contacts including developing new printed material, utilization of electronic options, individual and group contacts, collaboration with other college departments.	**1.1.1.1.**

Goal 2. Develop a systematic process that integrates academic, student development, technology, facilities, administrative services, and budget planning.

ACCESS

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2004
2.1. ACCESS team participation and implementation of Student Development 3-year plan	**Benefield**, Boverie, Fowler, Chase, Pierce, Steele-Blakeman	08/31/2004	**2.1.1.** Team participation in Integrated Service Training with specified departments	**2.1.1.1.**
2.2. Update assistive technology for students with disabilities	**Steele-Blakeman,** Benefield, Chase, Money	Fall 2004	**2.2.1.** Evaluate and identify appropriate technology for students with disabilities **2.2.2.** Purchase and maintenance of adaptive equipment to ensure students with disabilities receive the most current and best quality services for accommodations	**2.2.1.1.** **2.2.2.1.**

Goal 2. Develop a systematic process that integrates academic, student development, technology, facilities, administrative services, and budget planning. (continued, 2 of 7)

Admissions & Records Office

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2004
2.1. Expand access to wireless technology for all credit registration sessions district-wide	**McRae**, Meinhardt, Whitlow	08/31/2004	**2.1.1.** Wireless computer will be available on all campuses for student use.	**2.1.1.1.**
2.2. Provide opportunities for CCCCD students to access their student records using wireless technology	**McRae**, Meinhardt, Whitlow, Browning	08/31/2004	**2.2.1.** Increase number of wireless computers available for student use to obtain class schedule, enrollment verification, degree audit and other pertinent information.	**2.2.1.1.**
2.3. Provide CCCCD faculty online access to semester class rolls	**McRae**, Meinhardt, Whitlow, Browning	08/31/2004	**2.3.1.** Faculty will be able to print semester class rolls online.	**2.3.1.1.**
2.4. Provide online graduation petition for CCCCD students	**Meinhardt**, Whitlow	02/28/2004	**2.4.1.** An online graduation petition will be available for CCCCD students	**2.4.1.1.**
2.5. Develop an alternate ID system rather than SSN as CCCCD Student Identifier	**McRae**, Meinhardt, Browning, Farr	12/31/2004	**2.5.1.** CCCCD students will not be required to use SSN as Student Identifier, alternate ID system will be in place	**2.5.1.1.**

Goal 2. Develop a systematic process that integrates academics, student development, technology, facilities, administrative services, and budget planning. (continued, 3 of 7)

Advising

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2004
2.1. Provide online advising for all students.	**N. Johnson**, Hoffman, Swanson	08/2004	**2.1.1.** Advisor training for CENTRA and on-line services in progress. **2.1.2.** Revised online FAQ Complete. **2.1.3.** On-Line Advisory Committee identified.	**2.1.1.1.** **2.1.2.1.** **2.1.3.1.**
2.2. Revise college policy on academic progress. Replace the 18 credit hours and GPA below 2.0 with 12 credit hours and GPA below 2.0 as basis for academic probation status.	**N. Johnson,** Newsome, Leadership Team	08/2004	**2.2.1.** Recommended policy will be presented to Leadership Team on July 21, 2003.	**2.2.1.1.**
2.3. Partnership with Recruitment/Programs for New Students and ARO to advice and register students during orientation activities.	**N. Johnson**, Kessel, Whitlow	07/2004	**2.3.1.** An advisor will attend orientation sessions and provide academic advising and assist with course selection after students have been admitted to the college.	**2.3.1.1.**
2.4. Provide group advising sessions prior to Fall and Spring registration.	**N. Johnson,** Newsome, Advisors	07/2004	**2.4.1.** Advisors will provide academic advising to groups of student/parents on walk-in basis. Sessions will be offered at scheduled and advertised times to complement student orientation session.	**2.4.1.1.**

Career Services and Cooperative Work Experience

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2004
2.1. Collaborate with our concurrent partners (UNT, UTD, and SMU) to provide transitional career support for students transferring to these institutions	**Gober**, Danner, Kessel, Lenhart, Money	08/2004	**2.1.1.** Develop a system to assist students validate career choices **2.1.2.** Develop a partnership with concurrent partners to assist students with career transitions and maintain integrated services Continuous through 2003-2004	**2.1.1.1.** **2.1.2.1.**
2.2. Increase awareness of Career Services & Cooperative Work Experience services	**Anglin**, Danner, Lenhart	08/2004	**2.2.1.** Increase classroom presentations and presentations to student groups regarding tools available for career and educational choices. **2.2.2.** Collaborate with Student Life to present events designed to provide career guidance	**2.2.1.1.** **2.2.2.1.**
2.3. Enhance the options available to aid in the career development process	**Lenhart**, Anglin, Stewart, Gober	08/2004	**2.3.1.** Increase use of online options **2.3.2.** Expand the CS & CWE website to links offering workshops and assessments **2.3.3.** Evaluate use of additional career assessments	**2.3.1.1.** **2.3.2.1.** **2.3.3.1.**

Financial Aid Office

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2004
2.1. Work with other departments to achieve successful financial aid offer.	**Wilkison**, Staff	Fall 2003	**2.1.1.** Beginning with 2003-2004 award year, loans will also go onto student's accounts. This will allow students to charge their tuition and books off their loans.	**2.1.1.1.**

Recruitment and Programs for New Students

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2004
2.1 Streamline and improve the dual credit/concurrent enrollment registration process	**Kessel**, Johnson, Meinhardt	08/04	**2.1.1** Increased communication with high school administration and CCCCD advisors	**2.1.1.1.**
			2.1.2 Reduced amount of incomplete paperwork and information provided by students	**2.1.2.1.**
			2.1.3 Utilization of wireless laptops to assist with registration process when applicable	**2.1.3.1.**
			2.1.4 Utilization of specific ARO contact at each CCCCD campus	**2.1.4.1.**
2.2. Integrated Service Training (IST) with Advising, Financial Aid and Student Life	**Kessler**	08/03	**2.2.1** Recruitment staff assisting with office hours at trained departments	**2.2.1.1.**

Student Life

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2004
2.1. Utilize technology and the web to support, maintain, and educate students, faculty, and staff about Student Life resources.	**Student Life Staff**	12/2003	**2.1.1.** Provide Links to Student Organization Web pages.	**2.1.1.1.**
			2.1.2. Create online Student Organization Policy Manual.	**2.1.2.1.**
		05/2004	**2.1.3.** Provide links to campus and community involvement opportunities and college affiliates.	**2.1.3.1.**
			2.1.4. Have printable forms online .	**2.1.4.1.**
		08/31/2004	**2.1.5.** Utilization of online forms and the online Student Organizational Policy Manual.	**2.1.5.1.**

Goal 2. Develop a systematic process that integrates academic, student development, technology, facilities, administrative services, and budget planning. (continued, 6 of 7)

Testing Center

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2004
2.1. Expand PRC Testing Center to accommodate campus growth and increased computerized testing.	**McRae**, Smith, Robbins	8/31/2004	**2.1.1.** Four added computer stations and reduced congestion for test administration	**2.1.1.1.**
2.2. Provide data analysis and technical support to academic division and advising for assessment testing and placement decisions.	**Smith**	10/31/2003	**2.2.1.** Incorporate pilot English placement using multi-measure methods for Spring 04. Incorporate pilot ESL Reading and Grammar placement using multi-measure methods for Spring 04.	**2.2.1.1.**
2.3. Provide capability for internet-based tests for remote assessment testing. Note: This AI will also support Goal 3	**Smith**, Head	3/31/2004	**2.3.1.** Ability to give required assessments at off-campus sites.	**2.3.1.1.**
2.4. Establish overall training program and facility changes to improve security, atmosphere, and system order for testing.	**Smith**, Salo, Robbins, Head	5/01/2004	**2.4.1.** Testing Centers will demonstrate more secure, efficient and tranquil operational environment.	**2.4.1.1.**

Vice President of Student Development Office and Counseling Services

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2004
2.1. Discuss three-year plan with Leadership Team, academic deans, technology staff, and focus groups and implement plan.	**McRae**, Qualia, Lyons, Fleniken, Love, Perrone	Spring 2004	**2.1.1.** Participation and feedback given on three year plan and implementation begins	**2.1.1.1.**
2.2. Develop plan for the renovation and remodel of both the SCC and PRC Student Development Centers.	**McRae**, Deans/Directors	Spring 2004	**2.2.1.** Plans developed, furniture selected and transition, staging plan in place	**2.2.1.1.**
2.3. Participate in development and implementation of the Student Development Three-year Plan	**Qualia**, Lyons, Fleniken, Love, Perrone	08/31/2004	**2.3.1.** Participate in IST (integrated service training) with advising, career services, ACCESS, and student life	**2.3.1.1.**

Goal 3. Meet the State challenge of broadening access to educational opportunities and support services for all student populations.

ACCESS

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2004
3.1. Expansion of tutoring program.	**Boverie**, Steele-Blakeman, Money	08/31/2004	**3.1.1.** Expansion of tutoring program to include individual, group, on-line, and web-based tutoring opportunities for all students. **3.1.2.** Marketing and maintaining new tutoring options offering both online and web based.	**3.1.1.1.** **3.1.2.1.**
3.2. Partner with all student development programs, especially special populations and counseling programs.	**Steele-Blakeman,** Qualia	08/31/2004	**3.2.1.** Partner with Special Populations program, Beyond High School, and all other Student Development departments to better identify and serve the needs of all students.	**3.2.1.1.**

Counseling Services

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2004
3.1. Expand programs for displaced homemakers, single parents and non-traditional students	**Fleniken**, Love	8/31/2004	**3.1.1.** Development of ACPE class targeting women in transition; explore personal development programming targeting issues related to this population	**3.1.1.1.**
3.2. Develop programs to assist students with mental/emotional disabilities with their transition to college	**Qualia**, Steele-Blakemen, counseling staff	Spring 2004	**3.2.1.** Research model programs at other institutions; develop a plan with ACCESS staff to address concerns of students with disabilities; identify potential candidates and offer programs	**3.2.1.1.**

Goal 3. Meet the State challenge of broadening access to educational opportunities and support services for all student populations. (continued, 2 of 3)

Financial Aid Office

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2004
3.1. Broaden financial aid presentations to community.	**Wilkison**, Financial Aid Staff	08/31/2004	**3.1.1.** Increase in presentations done in high schools from previous year. **3.1.2.** Offer presentations to alternative high school students. **3.1.3.** Award TEXAS Grants to eligible students who graduated distinguished or recommended. The grant covers tuition and fees allowing more students access to college.	**3.1.1.1.** **3.1.2.1.** **3.1.3.1.**

Recruitment and Programs for New Students

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2004
3.1. Increase recruitment efforts through utilization of new technology	**Kessel**	01/03	**3.1.1** Development of online student orientation and virtual tours. **3.1.2** Utilization of online collaboration system to expand dual credit opportunities to rural high schools and curriculum offerings to include advanced courses that may not "make" without combining students from more than one high school.	**3.1.1.1.** **3.1.2.1.**
3.2. Enhance successful transition from high school to CCCCD	**Kessel**	05/04	**3.2.1** Expanded concurrent enrollment program by increasing both high school and student participants. **3.2.2** Increased participation in New Student Orientation by 25% over 02-03. **3.2.3** Initiation of *Go Centers* in local high schools supported by college student mentors.	**3.2.1.1.** **3.2.2.1.** **3.2.3.1.**

Goal 3. Meet the State challenge of broadening access to educational opportunities and support services for all student populations. (continued, 3 of 3)

Student Life

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2004
3.1. Renovate, market and provide support for the new student organization workroom and meeting space.	**Student Life Staff**	08/2003	**3.1.1.** Prepare for renovation by removing furniture, cleaning carpets and painting .	**3.1.1.1.**
		Fall 2003	**3.1.2.** Prepare room for technology by installing cable, wiring and data connections. **3.1.3.** Delivery and set-up of furniture, office equipment and supplies. **3.1.4.** Relocation of technology and existing resources.	**3.1.2.1.** **3.1.3.1.** **3.1.4.1.**
		08/31/2004	**3.1.5.** Utilization of space by Recognized Student Organizations.	**3.1.5.1.**

Goal 4. Elevate the community's awareness of CCCCD's academic, economic, cultural, and social impact to the community.

ACCESS

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2004
4.1. Expand outreach and recruitment to students with disabilities and those in need of tutoring assistance	**Steele-Blakeman,** Benefield, Boverie, Fowler, Chase, Pierce, Kessel, Jack	08/31/2004	**4.1.1.** Presentation to students at college orientations, student life activities, and to high school students about our services. **4.1.2.** Update and create new marketing materials for our programs and distribute to all campuses.	**4.1.1.1.** **4.1.2.1.**
4.2. Promote awareness of ACCESS services to students, faculty, and community and emphasize it's commitment to the mission of the college	**Steele-Blakeman,** Benefield, Boverie, Fowler, Chase, Pierce, Kessel, Jack	08/31/2004	**4.2.1.** Presentations to faculty and department through in-services activities. **4.2.2.** Website updated and maintained providing current information on all services though our offices	**4.2.1.1.** **4.2.2.1.**

Financial Aid Office

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2004
4.1. Newsletter to community		Fall 2003	**4.1.1.** Will create newsletter to distribute to students, staff, faculty, visitors to CCCC. This should be available during the 2003-2004 academic year.	**4.1.1.1.**
4.2. Offer aid to more students		08/31/2004	**4.2.1.** Award aid to Continuing Education students allowing more people from the community to receive education.	**4.2.1.1.**
		Spring 2004	**4.3.1.** Hold an annual conference for community to teach potential students how to complete the Free Application for Federal Student Aid (FAFSA).	**4.3.1.1.**

Goal 4. Elevate the community's awareness of CCCCD's academic, economic, cultural, and social impact to the community. *(continued)*

Recruitment and Programs for New Students

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2004
4.1. Expand and enhance recruitment and relations through improved marketing strategies and resources	**Kessel**, Britain	06/2004	**4.1.1** Ad campaign, community newsletters and media relations expanded to promote accomplishments that exemplify academic, economic, cultural, and social effectiveness of CCCCD	**4.1.1.1.**
			4.1.2 Increased number of outreach services to special populations, non-traditional students, non-Hispanic parents, and persons with disabilities.	**4.1.2.1.**
4.2. Increase participation at outreach activities utilizing Spectrum Student Ambassadors	**Kessel**	03/2004	**4.2.1** Increased awareness of Spectrum program **4.2.2** Increased participation request over 02-03 from college and community	**4.2.1.1.** **4.2.2.1.**

Student Life

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2004
4.1. Development of the ExPRESS Student Programming Council to celebrate diversity and enhance the college experience of CCCCD students through providing educational, recreational, service, and social programs.	**Programming Coordinator for Student Life Events**, Student Life Staff	08/31/2003	**4.1.1.** Development of the structure for the ExPRESS Student Programming Council.	**4.1.1.1.**
		Fall 2003	**4.1.2.** Marketing conducted and students recruited for the ExPRESS Student Programming Council.	**4.1.2.1.**
		Spring 2004	**4.1.3.** Implementation of programs lead by the ExPRESS Programming Council.	**4.1.3.1.**
		Summer 2004	**4.1.4.** Evaluation of the ExPRESS Programming Council conducted by student participants and necessary adjustments made.	**4.1.4.1.**

Goal 5. Maximize the development and use of CCCCD's human, technological, and capital resources to sustain and strengthen academic and financial vitality.

ACCESS

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2004
5.1. Explore other funding sources to support ACCESS services	**Steele-Blakeman**, Day, Benefield, Boverie	08/31/2004	**5.1.1.** Initiate state and federal grant applications to apply for additional funding through college foundation office **5.1.2.** Consider other funding sources for ACCESS services	**5.1.1.1.** **5.1.2.1.**

Financial Aid Office

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2004
5.1. Award more students with a financial aid package each year.	**Wilkison**, Financial Aid Staff	Fall 2003	**5.1.1.** Improve marketing, packaging, access, and delivery of financial aid services	**5.1.1.1.**

Recruitment and Programs for New Students

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2004
5.1. Utilize Integrated Service Training (IST) for staff members.	**Kessel**	03/2004	**5.1.1** Staff participation in Advising, Financial Aid, and Students Life functions.	**5.1.1.1.**

Goal 5. *Maximize the development and use of CCCCD's human, technological, and capital resources to sustain and strengthen academic and financial vitality. (continued)*

Student Life

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2004
5.1. Design and implement Student Life manual to establish uniform procedures for all campus offices. This manual would be a used as a resource guide for current staff and a vital component in training new staff.	**Assistant Director of Student Life**, Student Life Staff	Fall 2003	**5.1.1.** Manuals from other college Student Life Offices reviewed. **5.1.2.** College policies and materials relevant to the Student Life Department gathered.	**5.1.1.1.** **5.1.2.1.**
		05/2004	**5.1.3.** Departmental manual created and developed.	**5.1.3.1.**
		06/2004	**5.1.4.** Implementation of departmental Manual.	**5.1.4.1.**
		08/2004	**5.1.5.** Manual installed on the "I" drive and updated as needed. Student Life Manual completed and available. **5.1.6.** Utilization of departmental manual.	**5.1.5.1.** **5.1.6.1.**
5.2. Develop a brochure to inform college departments and student organizations on the opportunity to co-program educational and cultural events with Student Life.	**Student Life Staff**	08/31/2003	**5.2.1.** Brochure text developed.	**5.2.1.1.**
		09/30/2003	**5.2.2.** Brochure layout and artwork designed. **5.2.3.** Implementation and use of brochure by college departments and recognized student organizations.	**5.2.2.1.** **5.2.3.1.**
		08/31.2004	**5.2.4.** Co-programming ventures with college departments and Recognized Student Organizations.	**5.2.4.1.**