



**MOTT  
COMMUNITY  
COLLEGE**

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**ENROLLMENT PLANNING  
PROGRESS REPORTS**

2016-2017

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# **ACADEMIC AFFAIRS**

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**Department Name:**

Academic Affairs

**Supervisor Name/Title:**

Amy Fugate, Vice President

**Recruitment Activities**

**Create a Family Open House.**

<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
Reach out to high school and other potential students through Facebook and other social media.	Carla Clark, Lynette Ryan, Kristy Thurston	Reach out to Genesee, Lapeer, Shiawassee, and Livingston county high schools via high schools and mailing lists and to other potential students through Facebook.	5/30/17		
Collaborate with departments and divisions to create program content.	Carla Clark, Lynette Ryan, Kristy Thurston	Collaborate with departments and divisions to create program content.	5/30/17		
Host open house.	Carla Clark, Lynette Ryan, Kristy Thurston	Bring 2500 visitors to campus, culminating in 200 additional registered students.	6/30/17		

Retention Activities					
<b>Train all of Academic Affairs in Customer Service.</b>					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Plan session with presenter.	Mara Fulmer, Marlene Grisham	Plan session with presenter, including development of pre- and post- assessment.	11/30/16		
Schedule date/time.	Mara Fulmer, Marlene Grisham	Schedule session date(s)/time(s).	11/30/16		
Encourage managers to allow staff to attend	Mara Fulmer, Marlene Grisham	Communicate with college leadership to promote and secure 100% attendance from all academic affairs employees.	11/30/16		
Measure training outcomes	Mara Fulmer, Marlene Grisham	Pre- and post-assess participating employees	1/6/17		
<b>Create intentional positive contacts with students.</b>					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Change official name tag to include first name and "I'm here to help".	Lynette Ryan, Mara Fulmer	A new name badge will be designed. The template will be provided to the President's office for dissemination to all faculty and staff.	1/31/17		
Designated greeters in halls and doorways during first 1-2 weeks of classes to direct/help students.	Lynette Ryan, Debra Gibes, Michelle Glenn, Natasha Fisher, Ann Auernhammer, Chery Wagonlander	For Winter semester, all major entrances to classroom buildings will be staffed with greeters at the beginning of the semester. This is intended to help students to arrive on time to class during the first days.	1/20/17		
Promote intentional contact with students throughout the semester.	Lynette Ryan, Debra Gibes, Michelle Glenn	All academic affairs staff have committed to creating positive verbal and/or non-verbal contact with students while moving around campus. Monthly reminders will be sent to all academic affairs staff, including highlights of positive experiences.	5/31/17		
<b>Acknowledge students' academic progress.</b>					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Generate accomplishment letters to students who have completed 25%, 50%, 75% of program.	Amy Fugate, Jenny Kroninger	The Vice President's office will issue letters to all students who have completed 25%, 50%, or 75% of their program credits.	1/31/17		
Post publicly (potential)	Amy Fugate, Jenny Kroninger	Assess viability of posting outcomes publicly.	1/31/17		

Completion Activities					
<b>Acknowledge students who are nearing completion.</b>					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Identify students who have accumulated 45+ credits towards program.	Amy Fugate, Jenny Kroninger	Identify students who have accumulated 45+ credits towards program completion.	1/31/17		
Send "you're almost finished" letters.	Amy Fugate, Jenny Kroninger	The Vice President's office will issue letters to all students who have completed 45+ credits toward their academic program.	1/31/17		
<b>Make completion matter to students.</b>					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Create a CTL session to help faculty and staff develop completion materials that emphasize the benefits of completing and hazards of not completing (testimonials, employer info, labor info, grounded in particular field of study). "Half the degree, half the pay. Finish today."	Mara Fulmer, Lynne Reynolds, Dolores Sharpe, Andretta Newton	Target a minimum of 25 staff and faculty to attend CTL workshops with the goal of completing materials to communicate to students the importance of completing their academic program at Mott.	5/31/17		
<b>Clarify the difference between graduation and commencement.</b>					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Send message "you don't have to walk to be a graduate."	Margaret Bourcier	Create and disseminate to students the message that graduation does not equal participation in commencement.	3/31/17		
Enhance the webpage to explain the difference between earning a degree or certificate and participating in commencement.	Margaret Bourcier	Update webpage with modified content.	3/31/17		
Update graduation application to contain explanation of graduation and commencement.	Margaret Bourcier	Update graduation application.	3/31/17		
Use info channel to explain the distinction.	Margaret Bourcier	Develop and display info channel communication to be displayed permanently as part of the daily info channel message cycle.	3/31/17		

Department Name:  
Supervisor Name/Title:

Business Division
Stephen Shubert, Dean

**Recruitment Activities**

**Improve high school outreach and recruitment.**

Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Work closely with Carla Clark to make inroads to high schools and reach prospective students.	Lisa Banks, Lisa Novak, Alana Ferguson, Carrie Devone, Ken Anderson, Ron Knox, Dave Miller, Matt Cooper, Mark Handy, John Lucchesi, Carol Nielsen, Tomika Cooper, Frank Krcmarik, Tony Caldwell	<ol style="list-style-type: none"> <li>1. Bring 300 new/potential students to campus. Of those 300, we will try to realize 30% (90) of those as applicants, of those 50% (45) will enroll.</li> <li>2. 2000 pieces of advertising (handouts, brochures, posters, Facebook, Instagram, etc.) will be produced, we will then place information in 75 locations around the county and other areas, of that 300 people will be brought to campus.</li> <li>3. We will contact and solicit 10 area high-schools to produce 5 field trips to produce traffic of 300 people.</li> <li>4. We will contact 10 area businesses and organizations to have at least 5 representatives of those businesses at the event.</li> </ol>			

**Increase positivity and attitude in our team, and improve our reputation and perception in the community in which we live and teach.**

Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
TBD					

**Improve partnering with area businesses to provide what they need regarding training and teaching for the students in our programs**

Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
TBD					

<b>Retention Activities</b>					
<b>Create a success pack/survival kit and create an orientation for the business division and our classes. This will lower fears for students in our class rooms and create a more community feel in our environment</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
TBD					
<b>Motivate students by making curriculum and classroom experiences relatable and relevant to students</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
TBD					
<b>Connect students to instructors and each other by using the hero's journey and strengths finder. Show students we care through support, retention alerts, business clubs, etc.</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
TBD					

<b>Completion Activities</b>					
<b>Create a reception/recognition awards ceremony for students completing our programs. This could be a pinning, recognition by trophy, or plaque.</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
TBD					
<b>Create an internal continuous improvement plan which includes better follow---up with students, first work grades, mid---term grades, and mentoring of our students.</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
TBD					
<b>Create a vision for, and promote graduation early in our student's college pathway. With that, we can promote our 4---year college partnerships.</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
TBD					

Department Name:

Health Sciences Division

Supervisor Name/Title:

Rebecca Myszenski, Dean

Recruitment Activities					
On Campus Informational sessions					
Steps to Complete Plan	Staff Responsible	Goal/Milestone Set	Projected Completion	Mid Term Progress	Final Outcome
<ul style="list-style-type: none"> <li>Identify appropriate dates (initially 1 x semester; will increase if need arises). This semester proposed date = November 14<sup>th</sup> (a few weeks after career fair).</li> <li>Hand out informational brochures at career fair.</li> </ul>	Mary Beth Schmekel, Malinda Burnash, Rebecca Myszenski	<ul style="list-style-type: none"> <li>Brochures to be completed by career night on Oct 27.</li> <li>Website info and registrations to be available prior to career night.</li> <li>Goal = 30 students attend, with 20 students enrolling.</li> </ul>	<p>11/14/2016</p> <p>(Note: 6 students attended pre-program. 5 of 6 already enrolled. 83% retention.)</p>		
Informational Sessions in community; HS for credit class "Exploring Health Careers"					
Steps to Complete Plan	Staff Responsible	Goal/Milestone Set	Projected Completion	Mid Term Progress	Final Outcome
<ul style="list-style-type: none"> <li>Advertise on HS website. Include Registration to identify program interest and arrange appropriate faculty</li> <li>Coordinate with Student Services to have information on student orientation to the college, application and registration processes</li> <li>Update brochures and list of articulation agreements for HS.</li> <li>Coordinate with Dolores Sharpe, Carla Clark/Michelle Glenn, and other appropriate personnel.</li> </ul>	Rebecca Myszenski, Coordinators, Faculty	<ul style="list-style-type: none"> <li>Plan to meet with Dolores &amp; Carla Clark for information sessions and credit class offerings (meeting to be scheduled by 12-1-16).</li> <li>Dean to arrange appropriate faculty assignments.</li> <li>Meet with Carla Clark and Michelle Glenn regarding monthly outreach (program specific).</li> <li>Goal = 100% completion by end of fall semester.</li> </ul>	<p>12/21/2016</p> <p>(Fall term target; ongoing term targets, thereafter)</p>		



Retention Activities					
Plan to expand success workshops and “family night” support workshops to all disciplines.					
Steps to Complete Plan	Staff Responsible	Goal/Milestone Set	Projected Completion	Mid Term Progress	Final Outcome
<ul style="list-style-type: none"> <li>Meeting for all disciplines</li> <li>Brochures to be mailed with orientation packet information</li> <li>Coordinate with Special Pops</li> </ul>	Gina Palombo and Toni Wyman to extend invitation to coordinators of all programs	<ul style="list-style-type: none"> <li>Meeting for all disciplines.</li> <li>Brochures to be mailed with orientation packet information.</li> <li>Faculty Coordinators meet with Special Pops (Madonna Carpenter).</li> <li>Dean to monitor progress and participate in planning.</li> </ul>	Ongoing First Interdisciplinary workshop to take place fall 2017		
Address strategies for diversity					
Steps to Complete Plan	Staff Responsible	Goal/Milestone Set	Projected Completion	Mid Term Progress	Final Outcome
<ul style="list-style-type: none"> <li>Review websites and incorporate diversity in social media, brochures/posters, and videos to reflect students practicing in areas of study.</li> <li>Perform informational outreach to include settings with diversity</li> </ul>	All program coordinators with oversight by Rebecca Myszenski	<ul style="list-style-type: none"> <li>Coordinators meeting (facilitated by Dean).</li> <li>Review websites and incorporate diversity in social media, brochures/posters, and videos to reflect students practicing in areas of study.</li> <li>Perform informational outreach to include settings with diversity.</li> <li>Dean to monitor progress.</li> <li>Sites and publications to be monitored and expanded.</li> </ul>	Ongoing Dean to meet with coordinators 12-13-2016		
“Coupon Book” for students					
Steps to Complete Plan	Staff Responsible	Goal/Milestone Set	Projected Completion	Mid Term Progress	Final Outcome
<ul style="list-style-type: none"> <li>Develop an informational “coupon book” of services available to students</li> <li>Seeking assistance from counseling, special pops, and other appropriate areas.</li> </ul>	Dean to ask for faculty volunteers next October division meeting (initial suggestion provide by Dr. Kristel Ray)	<ul style="list-style-type: none"> <li>Transportation (info provided on reduced bus fare: how much, the services available, where to obtain).</li> <li>Auto repair (info provided on services they offer for care repair, price, etc.).</li> <li>Child care (info provided on campus child care options).</li> <li>Self-Care (info provided on hair, nails, massage: location, rates; Durham Wellness and Education Services: rates, services, including showers; Counseling information and fees; Health Care Clinic: services, rates, hours; Dental Clinic: services, hours).</li> <li>University Center (info provided on opportunities).</li> </ul>	To be completed by fall 2017		

**Completion Activities**

Since we are in cohort programs, if we retain our students they will complete their programs.

Steps to Complete Plan	Staff Responsible	Goal/Milestone Set	Projected Completion	Mid Term Progress	Final Outcome

**Department Name:**

Fine Arts & Social Sciences Division

**Supervisor Name/Title:**

Mary Cusack, Dean

**Recruitment Activities**

**College for the Community: An “open house” of sorts on campus during which faculty give 30-40 minute classes/workshop on different topics. There would also be tables set up in the hallways for faculty and staff to promote programs and services.**

Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
<ul style="list-style-type: none"> <li>• Faculty generate and submit topic ideas.</li> <li>• Coordinate w/ Marketing Department.               <ul style="list-style-type: none"> <li>○ Advertise in community newspapers, local news</li> <li>○ Market to current students, bring family and friends</li> </ul> </li> <li>• Develop a schedule of programs, times &amp; rooms.</li> <li>• Promote campus-wide Kick Off Week in January.</li> </ul>	Work group: Rachel Laimon, Susan Edwards, Lauren Brown, Aaron Gulyas, Jennifer Fillion, Christine Stoliecki, Mary Procopio, Connie DeSimpelare	<ul style="list-style-type: none"> <li>• The event has been combined with two other initiatives from conversation day. For this portion, we are currently soliciting topic ideas from faculty members.</li> <li>• Topics submitted by week 2 in Winter.</li> <li>• Tentative schedule developed by 3<sup>rd</sup> week in Feb.</li> </ul>	Event scheduled for 05/20/2016		

**Retention Activities**

<b>"Intrusive" faculty reminders/announcements in class to students.</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
<p>Frequency: Division office assembles important announcements into one succinct email and distribute to all faculty; frequency: monthly or event-driven.</p> <p>Content examples:</p> <ul style="list-style-type: none"> <li>• FAFSA filing info</li> <li>• Add/Drop deadlines</li> <li>• Withdrawal date</li> <li>• Enrollment dates</li> <li>• Graduation deadlines</li> <li>• Events</li> </ul> <p>Delivery:</p> <ul style="list-style-type: none"> <li>• In-class announcements</li> <li>• BB announcements</li> </ul>	Mary Cusack	Send 2 emails per month in Winter 2017	05/06/2017		

**Completion Activities**

**Coordinator Audit Days-** coordinators have a work session in a computer lab to audit transcripts of students at or over 45 credits to evaluate what they need to complete and determine if any substitutions or waivers are needed to prevent them from staying an extra semester for one or two classes.

Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
<ul style="list-style-type: none"> <li>• Find a 3 hour block that all coordinators are available.</li> <li>• Book a computer lab.</li> <li>• Update job aid documents.</li> <li>• Audit transcripts; if subs or waivers are needed, complete the paperwork and contact students to confirm what courses, if any, are outstanding for completion.</li> <li>• Contact students to remind them to complete grad applications, or take apps to class and distribute them to students.</li> </ul>	<p>Mary Cusack, Program Coordinators</p>	<ul style="list-style-type: none"> <li>• Schedule coordinator audit days so that at least 6 of the 8 coordinators can attend.</li> <li>• Coordinators will evaluate PSPRs of at least 75% of majors with 45 credits or more and contact them with completion information.</li> </ul>	<p>Ongoing cycle:</p> <ul style="list-style-type: none"> <li>• First three weeks in November</li> <li>• Last two weeks of March</li> </ul>		

<b>Department Name:</b>	Humanities Division
<b>Supervisor Name/Title:</b>	Patricia Bergh, Dean

<b>Recruitment Activities</b>					
<b>Spring Summer guest student promotion - "come home" or "You can always come home . . . to Mott"</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
Identify target audiences/ identify target courses	Mkt/IR/Dean P. Bergh/other academic deans	Identify target audiences/ identify target courses.	11/30/16		
Identify communication channels locally and in college communities: websites, mediated communications, university newspapers, postcards, local bookstores, local restaurants, malls, movie theaters, coffee shops, etc.	Mkt, Humanities (Dean Bergh)	<ul style="list-style-type: none"> <li>Identify target communication channels locally and in college communities.</li> <li>Goal is to increase guest student enrollment for Spring/Summer to 500 students.</li> </ul>	1/30/17		
Describe and visually depict what's happening in the classes with visual and web-based media (e.g. YouTube)	Hum faculty, Ed Syst, Dean P. Bergh and Humanities coordinators : Doerr, Weston, Blair, Spademan, Hunter, Dunnum	Marketing plan and associated materials and media developed.	2/28/17		
Evaluate more flexible scheduling for spring/summer terms	Aca Aff/ Stu Svs Academic Deans: Bergh, Cusack, Harris, Myszenski, Shubert	Evaluation of flexible scheduling alternatives complete.	12/03/16		

**Retention Activities**

**Schedule curriculum better by learning more about our students' enrollment patterns, needs, preferences. Understanding the fact that we have multiple audiences each with a different set of needs and expectations**

<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
Obtain more precise information about our students. (Courses they want at specific days/times/locations)	IR, Academic areas, Marketing, Dean P. Bergh	<ul style="list-style-type: none"> <li>• Identify what specifically we want to find out.</li> <li>• Determine best means of obtaining information.</li> <li>• Design and administer survey in Winter semester 2017</li> <li>• Obtain data from a minimum of 50% of our current (and attending) student body.</li> </ul>	01/30/17		
Determine most commonly taken humanities Gen Ed courses outside of ENGL101 and COMM 131.	IR	Reports developed.	02/15/17		
Individually survey students for schedule input (someone from the discipline/ area of interest posing the questions).	Humanities faculty coordinators (Doerr, Weston, Blair, Spademan, Hunter, Dunnum )	Faculty survey students, obtaining data from a minimum of 50% of our current (and attending) student body.	01/30/17 (and ongoing)		

**Completion Activities**

**Do more ALP –like course delivery. Hooking up developmental to college level coursework. (co-requisite) cohort learning communities (eg ACLT with X; RDNG with X)**

Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Network with colleagues in other divisions/disciplines	Faculty in different disciplines. Humanities Coordinators: Doerr, Weston, Blair, Spademan, Hunter, Dunnum	<ul style="list-style-type: none"> <li>• Develop proposal, get support (release time, not overload or engagement hours), and put in schedule.</li> <li>• Identify courses and colleagues in other disciplines, collaborate to develop one or several pilot offerings.</li> </ul>	02/28/17		
Evaluate flexibility in allowing (perhaps) some courses to run with less than a set enrollment in order to foster the cohort concept.	Academic Affairs: VPAA, Academic Deans: Bergh, Cusack, Harris, Myszenski, Shubert	<ul style="list-style-type: none"> <li>• Identify courses and colleagues in other disciplines</li> <li>• Collaborate to develop one or several pilot offerings.</li> </ul>	05/01/17		



Department Name:  
Supervisor Name/Title:

Science & Math Division
Todd Troutman, Dean

Recruitment Activities					
Offer suggested changes to our Marketing and Communications Office Marketing with the way we advertise					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
First draft shared at the college's enrollment meeting Organize information into a document to be shared with Marketing	Brandon Guelette	First draft of plan created and organized into format for sharing with Marketing	9/23/16		
Document will be finalized	Brandon Guelette	Finalize plan	11/8/16		
Document will be sent to Dale Weighill	Todd Troutman	Send plan to Marketing (attention: Dale Weighill)	11/9/16		
Meet with Marketing upon request	Brandon Guelette, Todd Troutman	SAM members will participate in a meeting if requested.	Upon request		
Infomercial for the Geology Museum complete	Sheila Swyrtek	Create a 1-minute infomercial about the Geology Museum	8/31/16		
Course schedule evaluation with an emphasis on offering additional day-time sections if/when needed, especially in the area of Biology, as well as explore additional online/hybrid offerings, non-traditional offerings such as Fall & Winter 1 <sup>st</sup> & 2 <sup>nd</sup> 8-week sections, as well as weekend classes.					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Review/revise Divisional course conflict chart for Fall and Winter; i.e. "Winter-2017 Schedule for Advanced Classes in CHEM/PHYS/ MATH".	Math/Science Coordinators, Physical Science FT, Todd Troutman	Revise our Fall and Winter conflict schedule of advanced CHEM/PHYS/ MATH classes, resulting in no schedule conflicts.	1/20/17		
Review existing Fall-2016 Biology class schedule and propose to the Dean a revised schedule for Fall-2017. Repeat for Winter-2018.	Biology FT Faculty; Biology Coordinator Chuck Wade	Create a 2-year course schedule with pathway classes that generally get low enrollment offered every other year to ensure that students have the opportunity to complete their chosen pathway	Fall-2017 schedule due 1/20/17  Winter-2018 schedule due 7/28/17		
Review existing Fall-2016 Physical Science class schedule and propose to the Dean a revised schedule for Fall-2017. Repeat for Winter-2018. E.g.	FT Faculty in Physical Sciences;	Explore the feasibility of offering a hybrid GEOL-151 class and review findings.	Fall-2017 schedule due 1/20/17  Winter-2018 schedule due 7/28/17		

Explore developing PHSC-191 as an online option.					
Review existing Fall-2016 Mathematics class schedule and propose to the Dean a revised schedule for Fall-2017. Repeat for Winter-2018.	Mathematics FT Faculty; Coordinators Vasu Iyengar and Bernie Cunningham	<ul style="list-style-type: none"> <li>Review existing Fall 2016 Mathematics class schedule</li> <li>Propose revised Mathematics class schedule for Fall 2017 (will be repeated for Winter 2018)</li> </ul>	Fall-2017 schedule due 1/20/17  Winter-2018 schedule due 7/28/17		
Create a 2-year scheduling plan, taking into account the possible need for some singleton courses to be only offered on ODD year fall, or EVEN year Winter semesters	FT Faculty, Coordinators, and Todd Troutman	Complete a 2-year scheduling plan for Science & Mathematics division	7/28/17		
<b>Partner with our colleagues in the Technology Division to co-host the Women in STEM Day. This activity would expand the recruitment of new students along with their parents and community members.</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
Participate in the event planning committee	Vasu Iyengar and Lynn Sutton, Tina Hughes	Participate in all announced planning meetings	2/3/17		
Participate in the Women in STEM program	Diana Olesko, Lynn Sutton, Tina Hughes, Sue Larsen and Todd Troutman	<ul style="list-style-type: none"> <li>Participate in the days program; panel member, speaker, and/or logistical assistance, etc.</li> <li>Increase female AS degree self-identification by 10%.</li> </ul>	2/3/17  8/1/18		

Retention Activities					
Assessment of alternative methods of teaching Biology					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Biology discipline meeting	All FT Biology Faculty, Todd Troutman	Discuss assessment of alternative methods at Biology discipline meeting.	9/30/16		
Meet with colleagues at Gaston College; scheduled for Nov 17-18	Todd Troutman, Robb Dudock, Chuck Wade	Investigate the possibility of initiating an inquiry/research based instructional model that Gaston offers, at MCC to bolster student success.	11/16/16		
Provide the Biology Program a written report of findings	Robb Dudock, Chuck Wade	Report what we learned from Gaston College and if/how we may implement any changes to enhance our teaching of biology.	12/1/16		
Present update at Division Meeting	Robb Dudock, Chuck Wade, Todd Troutman	Report what we learned from Gaston College and if/how we may implement any changes to enhance our teaching of biology. Also address how Statistics and Chemistry were involved.	12/13/16		
Continue review of alternative delivery. Identify other options and/or locations for said options. Explore the possibility of piloting change for Fall-2017, or beyond.	Sharon Schapel, Sue Ellen Hange, Ron Stamper, Sunil Lall, Chuck Wade	<ul style="list-style-type: none"> <li>• Develop BIOL-150 as an online offering</li> <li>• Develop CHEM-132 as a hybrid offering</li> <li>• Develop CHEM-118 as an online offering</li> <li>• Explore the implication of Open Resource textbooks for our students in the areas of Microbiology and the Concepts of Biology; BIOL-156 and BIOL-107, respectively.</li> </ul>	5/5/17		
Explore re-convening the Biology FT Faculty to discuss the possibility of piloting any instructional change(s).	All FT Biology Faculty, Todd Troutman	Continue the conversation of how we can change/adapt to meet the needs of our Biology students and to make sure our Biology students have access to current and up to date material.	5/31/17		
Explore increase usage and open hours of the Gorman Study Center					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Prepare a needs assessment	Sharon Schapel	<ul style="list-style-type: none"> <li>• List all items in prioritized fashion that are needed in the Center.</li> <li>• Complete all level 1 requests by Fall-2016.</li> <li>• Complete all level II and III requests by Winter-2017.</li> </ul>	8/31/17		
Explore options for increasing the hours of operation if deemed warranted; additional student tutor hours; use of PT faculty; etc.	Rick DeGroot, Lynn Wandrey	<ul style="list-style-type: none"> <li>• Purchase software program for student sign-in and attendance/usage (equipment check-out) tracking and analysis.</li> <li>• Hire a Physics Sciences tutor for tutoring (weekend/weekday)</li> </ul>	8/1/17 (For Fall-2017 implementation)		

Advertisement; perform the documented process each semester for announcing the Gorman Science Center's open hours. Subcommittee reviews	Sue Morris, Brandon Guelette	<ul style="list-style-type: none"> <li>Inform the college as to the Center's hours of operation</li> <li>To be announced each semester; end of week 1 for Fall and Winter and by day 1 of spring and summer sessions.</li> </ul>	Ongoing by semester		
Discuss tutoring opportunities by Tutoring Services to be held at our Gorman Study Center	Lynn Wandrey	Hold at least one science tutoring session per week, provided by Tutoring Services, at the Center during the Winter-2017 semester. (Initial contact was made 11-9-16.)	2/1/17		
Ask Science Faculty to hold an office hour(s) at the Gorman Study Center	Lynn Wandrey, Sue Ellen Hange, Ron Stamper	Increase from one (1) Biology faculty who is offering their office hours in the Center, to three (3) Biology/Physical Science faculty by the Winter-2017 semester.	1/14/17 (Attempted Fall 2016; repeat each term.)		
<b>Aid in the recruitment of STEM students so that the Division can offer a full complement of advanced courses on a regular basis. Work to ensure the consistent offering of upper level courses to meet the learning needs of our students and the successful completion of their pathways.</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
Identify a regular schedule of courses required to meet student pathways; i.e. 2-year sequence of courses	FT Faculty, facilitated by Rick DeGroot, Vasu Iyengar, Bernie Cunningham	Create a 2-year schedule for the required advanced MATH/CHEM/PHYS classes so that they are guaranteed to run (within college guidelines; see below).	7/28/17		
Explore feasible options to the two-thirds guideline for canceling	FT Faculty, facilitated by Rick DeGroot, Vasu Iyengar, Bernie Cunningham	List parameters/guidelines which could be used as to lessen the impact of cancellations on upper level science and mathematics courses; i.e. any 2 <sup>nd</sup> year sequence courses would "run" at 12 or greater.	7/28/17		
Explore developing an online science course	Rick DeGroot, Josh Illian, Ron Stamper	Faculty will complete MCD Training.	11/11/16		
Re-assign a Physical Sciences Coordinator	Dean	Assign a FT Faculty the role of Physical Sciences Coordinator, effective Fall 2017.	2/28/17		
Start math club at Mott CC	Josh Illian	Club established, with 10 active members in first year.	12/21/16		
Expand student participation in the Community College Math League	Josh Illian, Vasu Iyengar, Tina Hughes	Increase participation by 10% in each round during the first year.	12/1/17		

**Completion Activities**

<b>Renew our existing Kettering Partnership</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
Review existing partnership so that the Division can be informed (need to learn what was, before moving forward). Present at future Division Meeting	Rick DeGroot and other Physical Science faculty	1. Locate the existing Partnership Agreement; hardcopy, and on the MCC web site. 2. Evaluate the current partnership and explore possible changes.	11/8/16		
Inform Division of the current plan and anticipated future actions to ensure MCC completion and student transfer	Rick DeGroot and Dean Troutman	Share the agreement at the December Division Meeting	12/13/16		
Meet with Kettering faculty and/or staff	Rick DeGroot and Dean Troutman	Will meet with Kettering key stakeholders	5/5/17		
Update the advisors of the agreement and student options	Rick DeGroot and Dean Troutman	Attend an advisors meeting	5/5/17		
<b>Review inclusion of MATH-123 to all pathways, and transferability to non-SAM divisional pathways</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
Provide a copy of all pathways to FT Faculty for their review and suggested revisions	All FT Faculty	Perform review at future Division Meeting(s)	5/5/17		
Evaluate the lack of inclusion of MATH-123 (accelerated Beginning and Intermediate Alg) in other pathways, specifically those in the Health Science's.	Jo Andreski, Vasu Iyengar, Dean Troutman	Meet with Health Science Division Coordinators and Dean to evaluate MATH-123 inclusion in specific academic pathways.	10/11/16		
Inform Advisors about MATH-123, including dialogue about transferability and same exit outcomes as MATH-120. Review with Advisors the current Online (and WCA) options for meeting Science MTA, as well as options being explored by faculty (e.g. BIOL-120, CHEM-118)	Jo Andreski, Sue Larsen, Dean Troutman Dean Troutman	Meet with all Advisors to develop dialogue.	10/28/16		

Meet with program coordinators when suggested changes/revisions are deemed necessary	FT Faculty	Meet with programs at least one during the fall and winter semesters.	5/5/17		
<b>Review all non-SAM Divisional Pathways for science and mathematics opportunities</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
Identify transferable courses with MTA	All faculty	Collect transfer information for all SAM MTA classes and work with institutions on a semester basis to update as needed.	2/1/18		
Print all non-SAM Pathways	Sandy Hill, Cheryl Seymour	<ul style="list-style-type: none"> <li>• Hardcopies will be distributed to faculty at Divisional Meetings.</li> <li>• 4-5 program pathways will be reviewed at each meeting</li> </ul>	2/1/18		
Review and propose revisions to Pathways at Division Meetings	All FT Faculty	<ul style="list-style-type: none"> <li>• Hardcopies will be distributed to faculty at Divisional Meetings.</li> <li>• 4-5 program pathways will be reviewed at each meeting.</li> </ul>	2/1/18		
Contact Pathway owners with proposed changes and rationale	FT Faculty; Faculty Coordinators	<ul style="list-style-type: none"> <li>• Pathways that have been flagged for concern will be shared with the appropriate program contact.</li> <li>• Program faculty will be informed of our recommendations (not a requirement that they act on said recommendations).</li> </ul>	2/1/18		

**Department Name:**  
**Supervisor Name/Title:**

Technology Division
Clark Harris, Ph.D., Dean

Recruitment Activities					
Create T-shirts for each program area (each year) and have industry sponsors pay to have their names on the back. These can be given to high school students when we visit their schools, when the school brings groups or when students come with their parents for a tour/meeting. FREE to College after graphic design is done. The sponsors will be companies that hire our graduates, serve on our advisory committees and generally support the individual programs.					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Identify graphic designers that can design the shirts	Clark Harris	Nine designs will be designed by the end of the Fall 2016 semester.	11/30/16		
Identify the style for the shirts	Committee	Nine designs will be designed by the end of the Fall 2016 semester.	12/31/16		
Have the designs made for each program	Clark Harris	Nine designs will be designed by the end of the Fall 2016 semester.	12/31/16		
Make flyer with mock-ups of the designs to encourage sponsors to financially support the project	Clark Harris	The flyer with mock-ups will be designed by the start of the winter 2017 semester.	1/14/17		
Identify the process we will need to use to accept funds.	Jennifer Follett	The plan will be developed on how to handle funds donated for the t-shirt process, by the end of the Fall 2016 semester.	12/31/16		
Approach the potential sponsors about participating.	Program Coordinators	Ten sponsors will be secured by the program coordinators at \$50-200 levels for each design by Jan 30, 2017.	1/30/17		
Have the shirts made	Jennifer Follett	Nine designs will be printed by Feb 28, 2017,	2/28/17		
Develop and utilize a strategy to distribute shirts for maximum exposure in high Schools, at Mott and in the community.	All full-time faculty, Clark Harris	<ul style="list-style-type: none"> <li>The plan will be developed (with all necessary steps) to disseminate the shirts by the end of the fall 2016 semester.</li> <li>75% of the shirts printed will be disseminated during the 2017 school year.</li> <li>Repeat with a new design for 2018 school year.</li> </ul>	7/30/17		
Brochure for parents on why their children should choose Technology Programs.					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Identify the content that should be included in brochure.	Committee	Identify the content for the brochure by Jan 30, 2017	1/30/17		

Add the content to the brochure.	Clark Harris	The brochure will be created by Feb 28, 2017.	2/28/17		
Have brochures printed	Jennifer Follett	Brochures will be printed by Mar 2017.	3/31/17		
Make sure Faculty, Student Services, Admissions, etc. have copies of the brochures.	Jennifer Follett	Send copies of the brochures to Faculty and Student Services.	3/31/17		
Make one brochure specifically for parents for all programs.	Clark Harris	<ul style="list-style-type: none"> <li>We will mail it to a beta test of homes to the parents of high school seniors.</li> <li>We will mail it to a beta test of homes to the parents of high school seniors.</li> <li>Will mail by Mar 2017 to encourage high school seniors to sign up for Fall 2017 classes.</li> <li>We will also survey new Mott Technology students in the fall 2017 to determine what marketing efforts helped them decide to attend Mott and the specific program.</li> </ul>	3/31/17		

**Host and expand out WOMEN ins STEM event to recruit high school girls into STEM careers. Plan to host three sessions with panels of women in Technology/Math & Science. Provide 80 mini-demos to introduce to the technology in the programs. (Goal to have 300 participants.)**

<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
Discuss at the October 2016 Division Meeting.	All Program Faculty & Clark Harris	Hold a meeting to make initial plans for the event in Oct 2016.	10/31/16		
Schedule a meeting with Technology faculty & staff and Math/Science faculty & staff to plan the event.	Clark Harris, Technology & M&S Faculty & Staff	Hold a meeting with all pertinent faculty and staff from both divisions by December 15, 2016.	12/15/16		
Go through the extensive planning schedule that was used with last year's event, plus the similar process used in the MFG Day event to see how to schedule the work for the event.	Clark Harris, Jennifer Follett, Debbie Adams & Carla Clark	Meet on a weekly basis to implement the plans of the event.	11/30/16		
Promote to the area high schools.	Carla Clark	Send emails, and letters and posters to area high schools by Dec 2016.	12/15/16		



Promote in community, social media & on campus	Clark Harris, Jennifer Follett & Debbie Adams.	Promote two postings on Twitter and Facebook in Jan, 2017.	1/30/17		
Work with internal Mott partners. Follow the process we outline.	Clark Harris, Jennifer Follett & Debbie Adams.	Contact all internal partners well before their established deadlines for their products or processes.	1/30/17		
Create and give each participant a T-shirt that they will hopefully wear at their high school and in public.	Clark Harris, Jennifer Follett & Debbie Adams.	Give each participant a T-shirt that will promote Mott Community College and promote STEM careers.	2/3/17		
Hold the event.	All Technology Program Faculty & Staff (and M&S)	<ul style="list-style-type: none"> <li>The goal will be to have 250 girls/women, and other participants attend the event.</li> <li>Give each participant a poster for home</li> <li>At the end of the event, we will survey all of the attendees as to whether this changed their attitude toward choosing a career in a STEM field.</li> <li>We will also survey new Mott Technology students in the fall 2017 to determine what marketing efforts helped them decide to attend Mott and the specific program.</li> </ul>	2/3/17		

**Develop a plan to use graduates as spokespeople for the Division.**

<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
Complete the form that has been started to gather stories and information from graduates and students in the programs.	Clark Harris	Develop a form (that includes personal email address, phone number, program title, and 3-5 statements about the quality of the program and their experience at Mott College) to gather information about graduates of the Technology programs.	1/30/17		
Distribute to faculty/program coordinators	Jennifer Follett	Have all graduates complete the form by the end of the Winter semester.	5/5/17		
Secure completed forms	Program Coordinators	Collect the completed forms at the end of the Winter 2017 semester.	5/5/17		
Get photos taken of selected graduates from each program	TBD, Clark Harris	Get photos of 2 selected graduates from each program.	6/30/17		
Use on Web, Social Media, Print publications	TBD, Clark Harris	<ul style="list-style-type: none"> <li>Post one story every two weeks on social media.</li> <li>Include one story into each web site in June 2017.</li> </ul>	6/30/17		

		<ul style="list-style-type: none"> <li>• Include stories in the print brochures, when appropriate and space permits.</li> </ul>			
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Retention Activities					
Full-time advisor in the RTC (#1 Priority)					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Talk with Bernice Lindke about how the Technology Division can get a full-time advisor to be housed in RTC.	Clark Harris & Bernice Lindke	Talk with Bernice to start the process in October 2016.	9/30/16		
Determine how this can be completed.	Clark Harris & Bernice Lindke	Develop a list of the things that need to be done to make this happen by Jan 30.	1/30/17		
Work with Student Services to get an advisor located in the Technology Division Office.	Clark Harris & Bernice Lindke	Meet with Bernice to determine how to implement the process by Jan 2017	1/30/17		
Follow-up with Bernice Lindke to see if past practices can be changed to allow the change.	Clark Harris & Bernice Lindke	Meet with Bernice to determine how to implement the process by Jan 2017	1/30/17		
Make new advisor feel welcome in their new office.	All Technology Division Faculty & Staff	Get a full-time advisor placed in RTC by July 1, 2017.	7/1/17		
All Program Faculty meet with the new advisor.	All Program Faculty & Clark Harris	Get a full-time advisor placed in RTC by July 1, 2017.	7/1/17		
Provide professional tutors in ALL areas for all students (Not just special population students). Qualifications are established for tutors by the Division. Also, find a way to utilize unpaid volunteers.					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Check with Student Services to determine how funding can be secured for professional tutors in each area.	Committee of faculty.	<ul style="list-style-type: none"> <li>• Establish the expected qualifications of professional tutors that could be hired to tutor in each of the program areas by December 20, 2016.</li> <li>• Meet with Student Services personnel to determine the steps to accomplish goal, including funding source, whether selected individuals can volunteer as professional tutors, etc. by Feb, 2017</li> </ul>	1/31/17		

Identify rooms and times that the tutors can be available.	Committee of faculty & Clark Harris	Identify the rooms and times by Feb 2017.	1/31/17		
Meet with faculty to determine equipment that can be co-located to allow the tutoring to occur.	All full-time faculty & Clark Harris	Identify the equipment that can be co-located to allow the tutoring to use by Feb 2017.	1/31/17		
Schedule the tutors	Jennifer Follett	Schedule the tutors by Mar 2017.	3/15/17		
Inform students that they are available.	All full-time & part-time faculty	Advertise for professional tutors on Facebook and in mLive by Mar 2017.	3/15/17		
<b>Automatically contact students that are reported absent. Opt in for that service. Robo-text.</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
This is something that would need to be developed by ITS and Student Services. It is a College wide system.	Committee of faculty & ITS Staff	Contact ITS and other appropriate parties and arrange a meeting to discuss the process to achieve this goal by February 2017. (This will include a voluntary option to submit attendance on a weekly basis. The system would then draw on the weekly entered attendance information.)	1/31/17		
Set up meeting with ITS to set up Beta system in the Technology Division.	Committee of faculty	Develop the plan to complete the tasks identified by ITS by April 2017.	3/31/17		
Determine how many absences in sufficient to warrant a call.	Committee of faculty	Develop how many absences are allowed by July 2017.	6/30/17		
Develop the message, in association with database information that will be sent to students.	Committee of faculty	Develop a message to use by July 2017.	6/30/17		
Implement system	ITS Staff	Implement plan for the Fall 2017 semester.	8/31/17		
Faculty use the system.	All Technology faculty	Implement plan for the Fall 2017 semester.	8/31/17		

**Completion Activities**

<b>Full-time advisor in the RTC (#1 Priority)</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
Talk with Bernice Lindke about how the Technology Division can get a full-time advisor to be housed in RTC.	Clark Harris & Bernice Lindke	Talk with Bernice to start the process in October 2016.	9/30/16		
Determine how this can be completed.	Clark Harris	Develop a list of the things that need to be done to make this happen by Jan 30.	1/30/17		
Work with Student Services to get an advisor located in the Technology Division Office.	Clark Harris, TBD	Meet with Bernice to determine how to implement the process by Jan 2017	1/30/17		
Follow-up with Bernice Lindke to see if past practices can be changed to allow the change.	Clark Harris & Bernice Lindke	Meet with Bernice to determine how to implement the process by Jan 2017	1/30/17		
Make new advisor feel welcome in their new office.	All Technology Division Faculty & Staff	Get a full-time advisor placed in RTC by July 1, 2017.	7/1/17		
All Program Faculty meet with the new advisor.	All Program Faculty & Clark Harris	Get a full-time advisor placed in RTC by July 1, 2017.	7/1/17		
<b>All program coordinators be given the ability to register students in the program and do degree audits. When coordinators work with students, they won't have to send them over to Student Services to wait in potential lines to get registered. This would speed process and reduce load on Student Services.</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
Work with Student Services to give Program Coordinators permission to register students and do program audits. (This is just a policy decision.) Many of the program coordinators have been advisors in the past and	Clark Harris & Bernice Lindke	Committee of faculty meet with Vice President of Student Services by January 30, to determine process to get the ability for program coordinators to register students in their offices.	1/30/17		

have registered students in classes.					
Get electronic permission from ITS to register	Clark Harris & ITS	Have ITS give the rights to register students to the program coordinators by Feb 28.	2/28/17		
Provide training to program coordinators to be able to register students. Most have done this in the past.	Student Services	Have Student Services provide training on the registration process for program coordinators by Mar 2017.	3/15/17		
Advertise that the service is available.	All Program Faculty & Staff	Implement the process by March 2017. Advertise to students through email that the service is now available by April 2017.	3/31/17		
<b>Offer program specific career-focused events for students.</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
All Program Coordinators to discuss the activities that have been done in the past, and future potential events. (IT Career Seminars, AUTO Seminars, AUTO Success packets. ACHR Transfer meeting with Ferris)	All Program Faculty & Clark Harris	Work with program faculty and develop a calendar of 6 program specific events for students for 2017 school year.	12/31/16		
Schedule the 6 career-focused events by Feb 2017.	Program Coordinators	Schedule the career focused events by Feb 2017 and post the events on the Technology Division Facebook page.	2/15/16		
Hold the meetings	All Program full-time faculty.	<ul style="list-style-type: none"> <li>• Implement the calendar and have 6 events occur by the end of 2017 FY.</li> <li>• Develop a calendar of career-specific events for 2018 that will include 8 career-focused events.</li> <li>• Finish and publicize the 2018 FY career-focused events by September 2017.</li> </ul>	6/30/17		

Department Name:

Extension Sites

Supervisor Name/Title:

Tom Saelens, Site Director and Doris Stromer, Site Director

**Recruitment Activities**

**Strengthen existing and create new community relationships.**

Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
1a. Identify key community organizations, events, and people for each site. 2a. Implement One of the following Projects: <ul style="list-style-type: none"> <li>Schedule MCC to host or participate in a High School Teacher Professional Development (enrollment through teacher knowledge)</li> <li>Connect with at least one company to set up Educational Days for employees</li> <li>Connect to a youth group (Boy scouts, etc.) and set up an Educational program)</li> </ul>	Site Managers Thomas Saelens Doris Stromer	1. Identify and list 5-10 Key High school with Contacts 5-10 Key Community Organizations with Contacts 10-20 Business with contacts 2. Identify a minimum of one organization and one project to implement at each site (more can be done). Must verify with the organization regarding participation. 3. Collaborate with Outreach. Set date, Basic Agenda. calendar monitoring 4. Implement Detail plan with outreach team for event	1. 1/31/17   2. 2/28/17   3. 6/30/17		

**Retention Activities**

**Expose students to real career opportunities by utilizing our Community Partners**

Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
1. Contact community partners to identify job opportunities, internships and career trends related to MCC Degrees 2. With assistance of Chamber of Commerce and Michigan Works, hold at least one "Real Training...Real Jobs" days to highlight opportunities with actual company representatives	Site Managers Thomas Saelens Doris Stromer	1. Discuss the "Real Training-Real Jobs Concept with M-Works for Approval and Basic Plan of for event 2. Obtain 2 or 3 Tentative dates 3. Secure actual date plan implementation 4. Event should be held before June 1	1. 1/15/17  2. 3/1/17 3. 4/1/17 4. 5/31/17		

**Completion Activities**

**Create a “Graduation Target Group” each year with the help of student services and plan intentional activities to promote completion**

Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
1. Identify students who are within a range of graduation 2. Create Intentional interactions, activities, and promotions. These could include: <ul style="list-style-type: none"> <li>• Prizes</li> <li>• Awards</li> <li>• Incentives</li> <li>• Events</li> <li>• Hold a Lapeer or Clio mini graduation ceremony</li> </ul>	Site Managers Thomas Saelens Doris Stromer Staff Chris Hiben Deb Potts	1. Create Database from Cognos Reports of Current Students with 40 or more credits 2. Create List of practical incentives/recognitions to use for students 3. Create Implementation Guide with Budget and process for each idea and best time of year to implement 4. Implement 1-3 ideas each year based on Report Identification and Guidelines reports	1. 1/30/17 2. 2/28/17 3. Implement Fall before 12/15 4. Implement Winter before 4/15		

Department Name:  
Supervisor Name/Title:

Library Services
Jill Sodt, Executive Director

Recruitment Activities					
Collaborate with the Learning Center and Workforce – resources for potential students					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
<ul style="list-style-type: none"> <li>Sit in on Koaster’s orientation</li> <li>Do a presentation for Koaster’s students</li> <li>Schedule a meeting with WD</li> <li>Provide presentation on MeL resources and how library can help</li> </ul>	Diana Hiles, Jill Sodt	<ul style="list-style-type: none"> <li>Schedule a time to sit in on Koaster’s orientation (due by Dec. 2016)</li> <li>Set up a time and present to Koaster’s students (due by Dec. 2016)</li> <li>Schedule a meeting and present to WD on how MeL resources and the library can help clients (due by Dec. 2016)</li> </ul>	11/30/16		
Information Directory					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
<ul style="list-style-type: none"> <li>Contact Departments and areas for FAQ’s and info</li> <li>Organize information</li> <li>Publish and share</li> </ul>	Jessica Hunter	<ul style="list-style-type: none"> <li>Gather department and area FAQ’s (due by Feb. 2017)</li> <li>Organize the information with an table of contents and index (due by June 2017)</li> <li>Publish and share (due by July 2017)</li> </ul>	6/30/17		
Establish relationship with Mott Middle College					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
<ul style="list-style-type: none"> <li>Schedule a meeting with the principal</li> <li>Get contact information for teachers/faculty at the Middle College</li> <li>Provided information regarding relevant resources for their classes</li> <li>Develop materials/handouts for teachers/faculty &amp; students as needed</li> </ul>	Jill Sodt	<ul style="list-style-type: none"> <li>Schedule a meeting with the principal (due Nov. 2016)</li> <li>Get contact information for teachers/faculty at the Middle College (due Nov. 2016)</li> <li>Set up email groups (due Nov. 2016)</li> <li>Provide relevant resources for classes (ongoing – keep a spreadsheet of emails sent and review in Feb. 2017)</li> <li>Develop materials/handouts for specific topics/areas as needed (ongoing)</li> </ul>	5/31/17		



**Retention Activities**

<b>Advertise library resources and services</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
<ul style="list-style-type: none"> <li>Design marketing materials</li> <li>Put posters in strategic locations</li> <li>Handout postcards around campus</li> </ul>	Kathleen Goodrow, Jill Sodt, Library Staff, Ref. Services Aide	<ul style="list-style-type: none"> <li>Identify types of materials we will be developing (due Oct. 31, 2016)</li> <li>Work on designing, proofing, and printing first postcard design (due Nov. 11, 2016)</li> <li>Distribute first postcards (due week of Nov. 14)</li> <li>Work on design of poster and identify locations. Proof and print (due Nov. 18, 2016)</li> <li>Distribute posters (week of Dec. 4, 2016)                             <ul style="list-style-type: none"> <li>Reevaluate schedule and marketing needs for winter semester (due January 2017)</li> </ul> </li> </ul>	5/31/17 (Ongoing)		
<b>Friends of the Mott Library sponsored game night for students</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
<b>Provide virtual reference services to our students.</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
<ul style="list-style-type: none"> <li>Develop a weekly schedule of coverage for our LibAnswers/Chat module</li> <li>Advertise the service on campus and at the sites</li> </ul>	Jill Sodt, Reference Librarians	<ul style="list-style-type: none"> <li>Discuss how to staff the chat module of LibAnswers (due Oct. 2016)</li> <li>Design advertising, proof and print regarding the Text option of LibAnswers on Campus and at the sites (due Nov. 30, 2016)</li> <li>Fully migrate to LibAnswers 2.0 platform (due March 30, 2017)</li> <li>Reevaluate staff coverage of the chat portion of the module (due mid-March, 2017)</li> <li>Review statistics for use of LibAnswers and LibChat (due May 2017)</li> </ul>	5/31/17		

**Completion Activities**

<b>Have a community resource list.</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
<ul style="list-style-type: none"> <li>Collaborating with other departments, identify resources to assist students.</li> <li>Develop a sign with the list to post in the library.</li> </ul>	Jill/Jessica	<ul style="list-style-type: none"> <li>Contact other areas/departments to identify resources available to help students (due Jan. 2017)</li> <li>Contact community partners/agencies regarding resources available to assist students (due Feb. 2017)</li> <li>Design, proof, and print a sign and flyers to post in the library (due March 2017)</li> </ul>	3/31/17		
<b>Support our student workers in the library.</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
<ul style="list-style-type: none"> <li>Monitor their progress and provide timely feedback.</li> <li>Mentor them on positive job skills.</li> <li>Encourage them to be successful students.</li> </ul>	SW Supervisors	<ul style="list-style-type: none"> <li>Perform student worker evaluations at the end of each year (due April 2019)</li> <li>Provide students information on job skills training (ongoing)</li> <li>Provide mentoring on job skills and appropriate behavior in the workplace (ongoing)</li> <li>Celebrate with an end of the year party (due May 2017)</li> </ul>	5/31/17		
<b>Collaborate with Career Resource Center Staff.</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
<ul style="list-style-type: none"> <li>Schedule a meeting to identify ways we can support their goals.</li> <li>Identify appropriate library resources.</li> <li>Develop library handouts for use in the Career Resource Center</li> </ul>	Jill	<ul style="list-style-type: none"> <li>Provide mentoring on job skills and appropriate behavior in the workplace (ongoing)</li> <li>Celebrate with an end of the year party (due May 2017)</li> <li>Schedule a meeting with the Career Resource Center Staff (due Dec. 2016)</li> <li>Develop library handouts based on feedback from the staff (due Jan 31, 2017)</li> <li>Print, proof, and distribute handouts to the staff in the Career Resource Center (due Feb. 12, 2017)</li> </ul>	5/31/17		

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# **FINANCE AND ADMINISTRATION**

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**Department Name:**

Accounting
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**Supervisor Name/Title:**

Larry Gawthrop, CFO & Nichole Woods, Director
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<b>Recruitment Activities</b>					
<b>Distribute flyers that contain recruitment and event information at eight Genesee Area School Business Officials meetings.</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
Work with Institutional Advancement to help create monthly flyer.	Accounting staff assigned to attend meeting that month.	Accounting will obtain calendar of events one week before the meetings.	Ongoing		
Attend monthly meetings.	As assigned.	Hand out 15 flyers per meeting.	Ongoing		
<b>Volunteer as a MCC representative for a recruiting event during the Fall, Winter and Spring Semesters.</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
Contact Recruiting Office and obtain schedule of events.	Nichole Woods	At least once a semester Accounting will contact Recruiting.	9/16/16		
Attend events.	As assigned.	Accounting will attend one event each semester to help recruiting office with the event.	Ongoing		
<b>Share a positive post or event happening on campus via Facebook.</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
During weekly Monday morning team huddle ask staff to share a post on Facebook.	All.	Once a week, the four people in the office that have Facebook accounts will share at least one MCC post.	Ongoing		

**Retention Activities**

**Be out in the hallways to welcome and assist students during the first two days of Winter Semester.**

Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Work with Institutional Advancement to procure shirts for Accounting Staff.	Nichole Woods	Order shirts for the team.	Completed on 9/30/16		
Create a schedule/schedule staff.	Administrative Assistant	Each member of the Accounting team will spend 1-2 hours the first two days of the semester greeting students. Goal is to reach 50 students.	Two weeks before start of each semester, 12/19/16		

**Process student refunds to Nelnet three times a week instead of two.**

Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Run refunds on Tuesday, Wednesday and Thursday	Mary Brown/Derek Lancaster or Sue Stutzman	Process refunds three times per week.	Started on 10/3/16, ongoing		

**Notify cashier's office immediately for processing of Tuition Incentive Program (TIP) funds**

Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Once email received that funds are in process, check bank daily for the receipt of funds.	Derek Lancaster and/or Darilyn Milostan	Once a semester when TIP notification is received, check bank funding daily and notify cashiers when payment has arrived.	Started on 10/3/16, ongoing		

**Improve dual enrollment sponsorship billings by streamlining the process.**

Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Work with Cashier's Office and Admissions on dual enrollment billings to improve procedures using Datatel test environment.	Mary Brown and Derek Lancaster	Meet 1 to 2 times before Winter semester to understand process and make any necessary improvements.	12/20/16		

**Completion Activities**

<b>Support Volunteer Income Tax Assistance (VITA) program here on campus.</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
Email business faculty on interest and intent to support program.	Nichole Woods	Email sent.	Completed on 9/26/16.		
Coordinate accounting staff to support faculty and program..	Nichole Woods	Four to five team members to work at least one VITA event during the tax season months.	4/15/17		
<b>Attend one on-campus event from now until June 30, 2017.</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
Attend on-campus events.	All accounting staff	Each Accounting team member will attend one on campus event by the end of June.	6/30/17		
<b>Sponsor a student and his/her family for Christmas.</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
Contact Foundation for MCC and/or Student Services to find a student in need.	Nichole Woods	Contact Foundation – WIE program	10/16		
Organize, support and get list of needs.	Nichole Woods	Contact Foundation for list/family	11/30/16		
Provide support/purchase items	All accounting staff	Accounting will support/sponsor one family, using personal funds, for Christmas.	12/16/16		

**Department Name:**  
**Supervisor Name/Title:**

Purchasing   Loss Prevention & Accounts Receivable
Jody Michael, Manager and Michael Cieslinski, Supervisor

**Recruitment Activities**

**Work with Marketing & Communications to obtain two contracted vendors who will be our source for promotional items used in recruiting, but also for the needs of the college at large. Dual award to two vendors who would develop websites showing our pre-approved logos and contracted pricing. Establish a process by which any orders that are not pre-approved route through Marketing to maintain our brand and identity integrity. This will drastically cut the time it takes for the normal bidding and awarding of promotional printing needs and help to support, strengthen and reinforce brand requirements. Possible side benefit of increasing rebates if pay transactions through PCard.**

Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
(1) Survey the needs of the college leadership through a survey tool to help shape the RFP. (2) Create an RFP and establish a committee-based evaluation team to select the two vendors. (3) Work with Marketing to establish brand requirements and approved logos for the website, as well as a process for departments that need a more customized logo that isn't displayed.	Purchasing Staff with assistance from the college's leaders to identify needs; Marketing & Communication	<ul style="list-style-type: none"> <li>Survey and assess needs of the college.</li> <li>Develop RFP</li> <li>Issue RFP</li> <li>Engage committee for evaluation of proposals</li> <li>Award proposals</li> <li>Work with Marketing and awarded vendors to develop sites and create rules for logos; develop sub-entity logos as needed (i.e. program specific, WFD, etc.)</li> <li>Create training for college</li> <li>Launch web sites</li> </ul>	Roll out by 6/1/17 (Possibly earlier depending resource issues in Purchasing Department.)		

**Retention Activities**

**Track students through their financial experience at Mott. Watch for indicators that signal distress and reach out to students who are likely (based on indicators) to end up in collections or those who are already in collections and need help repairing their credit and obtaining financing to complete their degree programs.**

Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
(1) Define indicators to identify target population of students. (2) Develop plan to reach out to students. (3) Provide information, credit counseling, resources, and financial opportunities in collaboration with the Foundation to help student to stay on their degree course.	Loss Prevention & Accounts Receivable, Foundation, Bursar's Office, Workforce Development, Counseling & Student Development	<ul style="list-style-type: none"> <li>Define indicators.</li> <li>Collect resources and determine how to assist students (FOC).</li> <li>Work with the Bursar to develop a hold or payment plan.</li> <li>Work with the Foundation to develop and secure needs-based additional financial support.</li> <li>Test/pilot a program in November/December 2016</li> </ul>	12/22/17		

**Completion Activities**

**Create a resource list of reading materials for educators and staff as a tool to help us stay on top of trends and methods to help students complete their degree programs or career aspirations.**

<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
Use knowledge of public online resources to create a page in the staff and faculty web portal to provide links to resources for employees to access	Mike Cieslinski, ITS	<ul style="list-style-type: none"><li>• Creation of web page</li><li>• Resources updated once per semester</li></ul>	1/31/17		



Department Name:

Auxiliary Services

Supervisor Name/Title:

Jim Chybowski, Supervisor

**Recruitment Activities**

**Auxiliary Services will continue to support high school mentoring programs like Mott Middle College's Intern program and Workforce Development's Summer Youth Initiative and Teen Quest to bring high school students into the Auxiliary Services area as worker and begin to build a relationship to the college.**

Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Requests for HS student interns begin during Spring & Summer	El Nita Blount, Wendell Brandon, Matt Curtis, Kathy Burton	<ul style="list-style-type: none"> <li>4-6 high school students will be introduced to MCC through mentoring opportunity with Auxiliary Services.</li> <li>Maintain appropriate program paper work.</li> </ul>	8/31/17		

**Auxiliary Services Team members are committed to promoting the college by wearing college branded apparel, distributing college promotional material and through interactions on social media.**

Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
On a daily basis Auxiliary Services team members will look for ways to promote the College.	All	<ul style="list-style-type: none"> <li>Monthly progress reports</li> <li>Each team member reports a college promotional activity for 20 days per month.</li> </ul>	Ongoing		

**Auxiliary Services Team members will strive for 100% on time completion of the printing of high quality promotional materials for Mott Community College employees charged with distributing the promotional resources.**

Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Any print requests for MCC promotional materials not completed on time will be reviewed for corrective action.	Matt Curtis, Wendell Brandon	100% on time completion rate.	Ongoing		

**Retention Activities**

**Auxiliary Services Team members take their role as support Mott employees on the front lines with students and will strive for 100% customer satisfaction.**

<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
Monitor progress through customer surveys, print and food service requisitions and other forms of customer feedback and define corrective actions when needed.	All	100% customer satisfaction based on survey feedback.	Ongoing		

**Auxiliary Services Team members are committed to getting to know students and providing them support.**

<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
Provide students with whom we have contact with support with a special focus on our student workers. While working with students ask about their well-being and show caring.	All	Five students per semester supported.	12/21/16 (Ongoing)		

**Completion Activities**

**Auxiliary Services Team members will strive to maintain a supportive relationship with our student workers**

<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
Once established, work to maintain a positive and supportive relationship with our students.	All	Five students per semester supported.	12/21/16 (Ongoing)		
Continue to monitor student workers and address any perceived changes in attitude.	All	Five students per semester supported.	12/21/16 (Ongoing)		

**Department Name:**

Bursar's/Cashier's Office

**Supervisor Name/Title:**

Wanda Brown, Bursar

**Recruitment Activities**

**Create an annual marketing piece that details payment options for families that can be used with Recruitment/Outreach efforts.**

Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Collaborate with Recruitment/Outreach to determine the information to include in the document.	Wanda Brown	<ul style="list-style-type: none"> <li>Have meeting scheduled by 11/15/16</li> <li>Identify the 5 funding sources to include to distribute at 3 recruitment/outreach events.</li> </ul>	11/22/16		
Collaborate with Marketing on the creation of the document.	Wanda Brown, Jayme Murphy	<ul style="list-style-type: none"> <li>Create 1 draft and have Recruitment/Outreach review.</li> <li>Have information gathered and request submitted to Marketing.</li> <li>Request weekly updates from Marketing until document created. Marketing piece will be distributed at 3 recruitment/outreach events.</li> </ul>	<ul style="list-style-type: none"> <li>12/8/16</li> <li>12/15/16</li> <li>Ongoing until completed.</li> </ul>		
Share document to Recruitment/Outreach for printing.	Jayme Murphy	Distribute document at 3 recruitment/outreach events.	1/13/17		

**Retention Activities**

**Improve the students' experience by reducing wait times by 10% during peak service periods (starting with Winter Payment due Date in December 2016) by doing the following: 1) increasing window coverage and 2) investigating the option of utilizing a third party vendor for setting up online payment plans for all students whether on-line or in-person registration.**

Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Determine peak service times for the department.	Wanda Brown	With goal to reduce average wait time by 10% from last year.	Completed before enrollment plan created.		
Create window coverage schedule for peak periods.	Wanda Brown, Jayme Murphy	<ul style="list-style-type: none"> <li>• Provide Jayme peak times by 9-26-16.</li> <li>• Create 1 schedule to cover window for peak time with goal to reduce average wait time by 10% from last year.</li> </ul>	9/30/16		
Meet with CFO regarding coverage: determine if Kelly Services or internal staff will be used to cover peak periods.	Wanda Brown, Jayme Murphy	Schedule meeting with CFO by 10-10-16. With goal to reduce average wait time by 10% from last year.	10/17/16		
<p>A. If Kelly Services, initiate hiring process of individuals.</p> <ol style="list-style-type: none"> <li>1. Interview process.</li> <li>2. Contact IT to create cashier drawer.</li> <li>3. Train new hire(s).</li> </ol> <p>4. New hire(s) working window.</p> <p style="text-align: center;">- or -</p> <p>B. If internal staff will be used, contact IT to create cashier drawers on system.</p> <ol style="list-style-type: none"> <li>1. Train internal staff.</li> </ol> <p>2. Internal staff working window.</p>	Wanda Brown, Jayme Murphy	<p>A. Contact Kelly Services/HR.</p> <p>A1. Ongoing until hired. A2. Create 2help ticket</p> <p>A3. At least 1 week of training before Winter Payment Due Date (12/15/16).</p> <p>B. Create 2help ticket request.</p> <p>B1. At least 1 week of training before Winter Payment Due Due Date (12/15/16).</p> <p>Goal is to reduce average wait time by 10% from last year.</p>	<p>10/21/16</p> <p>11/15/16 11/21/16</p> <p>12/9/16</p> <p>Winter Payment Due Date (12/15/16)</p> <p>10/18/16</p> <p>12/9/16</p> <p>Winter Payment Due Date (12/15/16)</p>		

Meet with Purchasing to discuss the RFP process for 3 <sup>rd</sup> party vendors for payment plans.	Wanda Brown	Schedule meeting with Purchasing by with goal to reduce average wait time by 10% from last year.	11/7/16		
Initiate the RFP process.	Purchasing Department	Initiate process by with goal to reduce average wait time by 10% from last year.	Ongoing until process complete.		
	Wanda Brown/Purchasing Department	Starting 12-5-16 get weekly updates from Purchasing as to the status.	12/21/16		
Submit recommendation to CFO regarding which 3 <sup>rd</sup> party vendor should provide online payment plan services to students.	Wanda Brown	With goal to reduce average wait time by 10% from last year.	1/13/17		
Report peak service period results to CFO.	Wanda Brown/Purchasing Department.	Review last year's average wait time and compare to this year's average wait time to determine if wait time was reduced by 10%.	1/13/17		
<b>Provide students with step by step instructions on making payments online through My Backpack.</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
Add How to Pay for Registration video to Cashier's webpage.	Wanda Brown	Submit page change request by 10-30-16. Goal is to reduce window traffic by 10% for payments at main campus.	11/4/16		
Work with Marketing to create informational campaign.	Wanda Brown/Jayme Murphy	Requested Jayme work with Marketing on campaign. Goal is to reduce window traffic by 10% for payments at main campus.	11/15/16		

**Completion Activities**

**Investigate the creation of a Second Chance for Success program that will allow students close to graduating the opportunity to complete their degree by covering a balance owed ONCE through the use of scholarship funds.**

<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
Draft recommendation including the program details and eligibility requirements.	Wanda Brown	Divide document into sections and create due dates for each section to ensure full draft completed by due date. Goal: Have 1 completed proposal for implementation consideration to cover 2 student balances annually.	2/28/17		
Meet with CFO regarding program recommendation.	Wanda Brown	Schedule meeting with CFO by 3-6-17. Goal: Have 1 completed proposal for implementation consideration to cover 2 student balances annually.	3/13/17		
Meet with Foundation regarding scholarship to fund the program.	Wanda Brown/CFO	Schedule meeting with Foundation by 3-20-17. Goal: Have 1 completed proposal for implementation consideration to cover 2 student balances annually.	3/27/17		

**ENROLLMENT PLAN PROGRESS REPORT**

**Department Name:**

Physical Plant

**Supervisor Name/Title:**

Larry Koehler

**Recruitment Activities**

**Provide personnel on a release basis to assist Student Services with off-campus recruitment efforts.**

<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion Date</b>	<b>Mid Term Goal Progress</b>	<b>Final Goal Outcome</b>
Coordinate with Student Services as required to determine their need for personnel. Determine what training may be required to assist Student Services. Determine volunteers. Assign volunteers as appropriate to assist with off-campus recruitment events.	Broomfield	Provide assistance at two off-campus recruitments by end of FY 2016/17.	6/30/2017		

**Retention Activities**

**Institute a "Campus Guide" program where OPP personnel help new and returning students find their way at the beginning of each semester.**

<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion Date</b>	<b>Mid Term Goal Progress</b>	<b>Final Goal Outcome</b>
Purchase nylon vests (with insert front and back to say "Campus Guide") with funds provided by a mini-grant. All OPP 1 <sup>st</sup> & 2 <sup>nd</sup> shift volunteer staff to wear vests during first week of each semester	Gatenby	300 student engagements in the first week of Winter Semester 2017 (calculated as 10% of newly arriving students).	1/31/2017 for Winter Semester 2017.		

**Completion Activities**

<b>Big brother / big sister program whereby a student (or perhaps more than one) is assigned to an OPP volunteer who acts like a mentor.</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion Date</b>	<b>Mid Term Goal Progress</b>	<b>Final Goal Outcome</b>
<p>Ask Student Services to assist with developing a mentoring program and assigning a student or students for a semester or longer to an OPP volunteer employee. Emphasis would be on students who are at risk for dropping out before graduation.</p> <p>Determine if specialized training is required to conduct such a program.</p> <p>Determine volunteers.</p> <p>Link volunteers with students.</p>	Broomfield	Develop two student/employee mentor relationships before end of FY 2016/17.	6/30/2017		



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# HUMAN RESOURCES

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**Department Name:**

Human Resources

**Supervisor Name/Title:**

Sharon Ewles, Acting AVP of Human Resources

**Recruitment Activities**

**Add to our [www.mott.jobs](http://www.mott.jobs) website “Are you Ready for More? See What Educational Opportunities Mott has to Offer.” A link to MCC’s educational opportunities will be available next to the above text.**

- All job seekers begin on the [www.mott.jobs](http://www.mott.jobs) webpage. If they don’t see a job they are qualified for or interested in, we provide them with easy access to Mott’s educational programs via a link.

Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Determine appropriate web page to link	Rebecca Martz Brenda Phillips	<ul style="list-style-type: none"> <li>• Have ITS provide HR with analytics to determine the number of “clicks” on the new link.</li> <li>• Ten “clicks” per month.</li> </ul>			
Work with ITS to create the text and link		Narrative and link available.	12/1/16		
Provide link to PeopleAdmin to be posted on our jobs website		Posted to jobs website.	12/1/16		
<b>FUTURE INITIATIVE – Learn how MCC recruitment and career enrollment center currently function so HR can develop ways to support those areas.</b>					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome

Retention Activities					
Adopt-a-Student - get referrals from departments for two at risk students per year so we can mentor them towards completion.					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Develop a marketing plan	Susan Praski and Sharon Ewles	Develop a marketing plan	10/12/16		
Share HR's Adopt-A-Student Program with departments on campus to request student referrals	Sylvia Green	<ul style="list-style-type: none"> <li>Email Sent to Special Populations and Academic Deans on 10/13/16.</li> <li>Reminder sent on 10/19/16.</li> </ul>	10/13/16 10/19/16		
Review referrals	HR	<ul style="list-style-type: none"> <li>One referral received. Reviewed referral at HR Staff meeting, decided to expand our reach.</li> <li>Decision made to adopt student referred by Health Sciences.</li> </ul>	10/21/16		
Reach out to departments who sent referrals to talk to students to see if student(s) are interested in engaging in our program	Sylvia	One referral received.	10/24/16		
If student referral(s) agree to engage in our program, reach out to them to set up first meeting	Kristi	Meet/engage with student at least once per week.	10/28/16		
Reach out to VP-Academic Affairs for approval to solicit referrals directly from faculty	Ronda	Reach out to VP-Academic Affairs for approval to solicit referrals directly from faculty	10/21/16		
If approved, solicit for more referrals directly from faculty	Sylvia		10/26/16		
Develop a customized plan based on the students' individual needs	HR	<ul style="list-style-type: none"> <li>Meet/engage with student at least once per week.</li> <li>Engage with a minimum of one student per semester.</li> </ul>	Begin work with student 11/7/16		
FUTURE INITIATIVE - A transportation program between staff and students coordinated by HR staff					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
FUTURE INITIATIVE - Online videos of what industries do (Day in the Life of an electrician) to help students set their career goals.					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome

**Completion Activities**

**Support to Ellen’s Closet.**

- Volunteering at the closet
- Helping prep clothes after donation
- Marketing the program
- Making donations to the closet

Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Invite coordinator of Ellen’s Closet to HR Staff meeting to find out how we can help.	Laura	Invited to 11/11/16 staff meeting	10/21/16		
Coordinate clothes drive		Two clothes drives per year	Fall and Spring semesters		
Volunteer at clothes closet	HR	Four hours per month	Ongoing		

**Adopt-a-Student - get referrals from departments for two at risk students per year so we can mentor them towards completion -- see Retention Plan.**

Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome

**FUTURE INITIATIVE - HR Guest Lecturers.**

Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome

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# **INFORMATION TECHNOLOGY SERVICES**

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Department Name:

Information Technology Services

Supervisor Name/Title:

Cheryl Shelton, Chief Technology Officer

Recruitment Activities					
<b>Mobile wayfinding technology</b>					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Locate and place beacons	Enterprise Services, Networking Services	Main Campus beacon installation complete			
Configure mobile application		Relevant features available			
Communication and rollout to campus			04/17		
<b>Live chat for website</b>					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Identify and select software	Web Site Team, Call Center	October 2016			
RFQ / Purchase		December 2016			
Train / organize representatives		January 2017			
Roll-out		March 2017	03/17		
<b>Recruitment data mining</b>					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Work with consultant to redesign enrollment repository	Enterprise Services, IR, Recruitment	December 2016			
Redesign Registration/Program Repository		February 2017			
Redesign Recruitment Repository		March 2017			
Roll-out			04/17		

Retention Activities					
<b>Increase functionality and usage of Backpack</b>					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Upgrade BP to version 2.13	Enterprise Services, Workforce Dev. HR, Accounting	December 2016			
Train staff on BP features		January 2017			
Have WFD in BP Pilot		March 2017	04/17		
Full WFD rollout		April 2017			
<b>Expansion of security cameras on campus – Phase 1</b>					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
VMS replacement – coordinate with Public Safety	Network & Media Services – ITS & Public Safety	November 2016-RFQ complete February 2017 – 60 current cameras posted to new system			
Determine placement of cameras – coordinate with Public Safety		March 2017			
Order camera replacements		March 2017			
Cameras installed		May 2017 – 40 new cameras installed	08/17		
<b>Integration of text messaging as a communication method</b>					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Complete coding to support texting	Call Center, Enterprise Services, Admissions, Student Services	December 2016			
Integration in Student Handbook as policy		Dependent on cooperation with Student Services			
Add to online orientation					
Annual opt-in process prior to registration		April registration	04/17		

**Completion Activities**

<b>Provide reporting on section needs to help determine load and eliminate cancellations</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
Gather reporting requirements	Enterprise Services, IR, Academic Affairs	January 2017			
Develop reports		February 2017			
Roll out		March 2017 – 3 new reports delivered	03/17		
<b>On-line Graduation Application</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
Coordinate w/ Records / Registration/Testing	Records, Enterprise Services, Registrar	February 2017			
Roll Out		February 2017			
Market to students			03/17		



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# **INSTITUTIONAL ADVANCEMENT**

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**Department Name:**

Institutional Advancement (Marketing & Communications, Foundation for MCC, Grants)

**Supervisor Name/Title:**

Dale Weighill, Associate Vice President

Recruitment Activities					
Fully implement the "Ready for More" campaign using a wide variety of delivery vehicles to reach both internal and external audiences.					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Goal Outcome
Develop and execute a comprehensive written plan -- including sub-plans for enrollment and registration campaigns -- for delivering the "Ready for More" message between now and June 30, 2017.	Dawn Hibbard, Alisha Brown, Dale Weighill, Student Services & IA staff	<ol style="list-style-type: none"> <li>1. Systemically replace existing signage/permanent materials in one College office per month (e.g. "Orientation is Closed" easel sign) to reflect the new brand.</li> <li>2. Increase social media engagement through monthly (twelve total) "Ready for More" social media posts that call for engagement (e.g. caption this photos using the words "Ready for More").</li> <li>3. Increase earned media through 12-15 "Ready for More" stories (press releases) that focus on under-marketed transfer and occupational degree programs.</li> </ol>	6/30/17		
Create consistency of communications (both the look and the voice) with potential, current, and former students from first contact through graduation and alumni status.					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Goal Outcome
Implement and disseminate a branding and design checklist and templates, with the goal of creating a consistent look and voice across College communications, especially those directed to potential, current, and former students.	Dawn Hibbard, Alisha Brown, Dale Weighill, Student Services & IA staff	<ol style="list-style-type: none"> <li>1. Develop seven frequently used templates: official College and department letterhead, business card, envelope, department handout, postcard, email insert.</li> <li>2. Systematically replace communication materials in one office per month using new templates and refreshed voice.</li> <li>3. Visit one Division/department per month to conduct training for employees on new brand/marketing campaign and on how employees can utilize the College's communications tools (e.g., portal, InfoChannel, social media, etc.).</li> </ol>	6/30/17		
Generate restricted and undesignated gifts and grants to help the institution meet its funding priorities, including scholarships to incentivize incoming students.					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Goal Outcome
Meetings with donors/prospects: cultivation dinners, campus tours, attend community events, fundraising initiatives, friend raising, and alumni relations. Grant writing and submission of proposals related to MCC funding priorities	Foundation staff, Dale Weighill, Leanne Barkus	<ol style="list-style-type: none"> <li>1. Meet with at least six potential major donors per month.</li> <li>2. Generate at least \$300,000 in gifts by June 30, 2017.</li> </ol>	6/30/17		

<b>Retention Activities</b>					
<b>Work collaboratively with key internal and external stakeholders, especially all areas of Student Services, to deliver registration campaigns to current and stopped out students.</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Goal Outcome</b>
Create and launch internal registration campaigns for Winter, Spring/Summer & Fall semesters.	Dawn Hibbard, Alisha Brown, Dale Weighill, IA staff	Create and launch internal term-based registration campaigns with goal to reduce student stop outs by 10% from semester to semester.	6/30/17		
<b>Identify and share compelling student and alumni success stories through effective, efficient and student-centered communications strategies.</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Goal Outcome</b>
Create mini marketing campaign for "Ready For More" that specifically highlights current students and successful MCC alumni.	Dawn Hibbard, Alisha Brown	Develop six (every other month) alumni feature stories, communicate to students through social media (use photography consistent with Ready for More look and feel).	6/30/17		
Leverage successful alumni to inspire and encourage current students along the way (e.g., panel discussions; first-day-of class interactions; mentoring relationships; video testimonials from alumni; etc.)	Lennetta Coney, Dale Weighill	<ol style="list-style-type: none"> <li>1. Host at least one alumni panel discussion.</li> <li>2. Host at least one alumni &amp; current student speed dating event.</li> <li>3. Have alumni on campus and at sites welcoming students at the start of Winter, Spring, Summer and Fall semesters.</li> </ol>	5/1/17		
Improve efficiency and effectiveness of internal College communications, especially those directed at students.	Dawn Hibbard, Alisha Brown	<ol style="list-style-type: none"> <li>1. Develop and launch a blog to use as the informative side of our strategic marketing efforts; create one new story per month.</li> <li>2. Coordinate with Web Development to create timeline for completion of the Newsroom.</li> </ol>	5/1/17		
Explore new ways that students would like to hear from us.	Dawn Hibbard, Alisha Brown, Student Services staff	Conduct and analyze one survey of students regarding how they want to be communicated with by the College.	4/1/17		
<b>Generate new financial resources, donations, grants (new program development, provide scholarships, small balance payoffs, student emergency fund, keeping tuition low).</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Goal Outcome</b>
Donor outreach, prospect generation; Grant writing and research	Foundation and Grant Development Staff & Grant Contractors	<ol style="list-style-type: none"> <li>1. Meet with at least six potential major donors per month.</li> <li>2. Generate at least \$300,000 in gifts by June 30, 2017.</li> </ol>	6/30/17		

		3. Submit at least one grant proposal for each of the following Strategic Funding Priorities: International Initiatives; CTAG; and Pipeline2Promise.			
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**Completion Activities**

**Highlight successful student completers.**

Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Goal Outcome
Develop and implement mini marketing plan around completion theme.	Dawn Hibbard, Alisha Brown	Develop annual marketing calendar and identify twelve strategic messages related to completion and continuance, delivered monthly through social media and guerilla marketing.	6/30/17		

**Develop a robust communications plan to inform students about MCC's degree pathways, our university center partners and transfer opportunities, and the many benefits of college completion: living wage, secure future, income difference between wage of college earners and non-college graduates.**

Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Goal Outcome
Media campaigns, communication materials, special events.	Dawn Hibbard, Alisha Brown	Create six (every other month) marketing campaigns (including posters, InfoChannel, social media, portal, etc.) advertising one of the articulation agreements or University partners.	10/1/2017		

**Secure funding to allow students to participate in a variety of experiential learning opportunities.**

Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Goal Outcome
Make the ask, fundraise, look at constituencies, diversity our target market to fundraise	Foundation for MCC, Grants staff, Dale Weighill	Submit at least one grant proposal to fund experiential learning (service learning; internships; co-op; etc.) for MCC students.	6/30/17		

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# **INSTITUTIONAL RESEARCH**

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Department Name:

Institutional Research

Supervisor Name/Title:

Lori Hancock, Director

Recruitment Activities					
Develop suite of reports to support recruitment and strategic enrollment efforts.					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Collaborate with ITS on the design and build of a second generation (Gen II DW) data warehouse to more reliably and easily enable point-in-time data for operational, compliance, and strategic reporting.	Kirk Yaros, Lori Hancock	<b>Phase 1 (11/30/16):</b> Draft Section, Registration, and Student Demographic tables complete <b>Phase 2 (12/16/16):</b> Draft Student Academic Program History, Academic Program, Course, Student Grades, Student Academic Progress, Dual Enrollment, Backpack, Acalog, and Faculty/Load tables complete <b>Phase 3 (1/27/17):</b> Draft Division/Department Cost Center Expense/Revenue, Student Placement tables complete <b>Phase 4 (2/17/17):</b> Draft supplemental tables for institutional reporting and compliance complete <b>Phase 5 (3/31/17):</b> Data integrity audit process developed and deployed	3/31/17		
Build Registration Trends report	Lori Hancock, Erin Shirey	<b>Phase 1 (12/9/16):</b> Prototype report using Gen I DW (Datatel ST) complete <b>Phase 2 (2/28/17):</b> Production report using Gen II DW complete	2/28/17		
Build Section Cancellation Trends report	Lori Hancock, Erin Shirey	<b>Phase 1 (12/9/16):</b> Prototype report using Gen I DW (Datatel ST) complete <b>Phase 2 (2/28/17):</b> Production report using Gen II DW complete	2/28/17		
Build pre-term PERC Hold & A/R Evaluation Risk Assessment reports	Lori Hancock, Erin Shirey	Production report using Gen II DW complete; ad hoc analyses will continue until Gen II DW is available	2/28/17		

**Retention Activities**

<b>Retention Activities</b>					
<b>Develop suite of success outcomes reports in support of student success outcomes (retention, credit attainment, and completion).</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
Collaborate with ITS on the design of a second generation (Gen II DW) data warehouse to more reliably and easily enable point-in-time data for operational, compliance, and strategic reporting.	Kirk Yaros, Lori Hancock	<b>Phase 1 (11/30/16):</b> Draft Section, Registration, and Student Demographic tables complete <b>Phase 2 (12/16/16):</b> Draft Student Academic Program History, Academic Program, Course, Student Grades, Student Academic Progress, Dual Enrollment, Backpack, Acalog, and Faculty/Load tables complete <b>Phase 3 (1/27/17):</b> Draft Division/Department Cost Center Expense/Revenue, Student Placement tables complete <b>Phase 4 (2/17/17):</b> Draft supplemental tables for institutional reporting and compliance complete <b>Phase 5 (3/31/17):</b> Data integrity audit process developed and deployed	3/31/17		
Build Stratified Student Outcomes reports (e.g. Closing the Achievement Group cohorts)	Erin Shirey, Mike Bray	<b>Phase 1 (1/27/17):</b> Measures defined and prototype report layout complete <b>Phase 2 (1/27/17):</b> Stratified Student Outcomes reports using Gen II DW complete	1/27/17		
Build Student Guided Pathways Outcome reports	Erin Shirey, Mike Bray	<b>Phase 1 (1/27/17)</b> Measures defined and prototype report layout complete <b>Phase 2 (2/28/17):</b> Student Guided Pathways Outcome reports using Gen II DW complete	2/28/17		
Build Academic Program Profile & Outcomes reports	Erin Shirey, Mike Bray	<b>Phase 1 (1/27/17):</b> Measures defined and prototype report layout complete <b>Phase 2 (3/31/17):</b> Academic Program Profile & Outcomes reports using Gen II DW complete	3/31/17		

**Completion Activities**

**Map institutional assessment data to retention and completion outcomes.**

Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Collaborate with ITS on the design of a second generation (Gen II DW) data warehouse to more reliably and easily enable point-in-time data for operational, compliance, and strategic reporting.	Kirk Yaros, Lori Hancock	<b>Phase 1 (11/30/16):</b> Draft Section, Registration, and Student Demographic tables complete <b>Phase 2 (12/16/16):</b> Draft Student Academic Program History, Academic Program, Course, Student Grades, Student Academic Progress, Dual Enrollment, Backpack, Acalog, and Faculty/Load tables complete <b>Phase 3 (1/27/17):</b> Draft Division/Department Cost Center Expense/Revenue, Student Placement tables complete <b>Phase 4 (2/17/17):</b> Draft supplemental tables for institutional reporting and compliance complete <b>Phase 5 (3/31/17):</b> Data integrity audit process developed and deployed	3/31/17		
Develop institutional assessment measures	Mike Bray, Lori Hancock	Assessment and benchmarking profile measures developed	1/13/17		
Develop & build integrated assessment data tables.	ITS, Erin Shirey, Mike Bray	Integrated assessment data table design complete and tables built	2/17/17		
Build assessment profile reports	Mike Bray, Erin Shirey	Assessment profile reports built and published on MCC Factbook	3/31/17		



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# **PUBLIC SAFETY**

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Department Name:

Public Safety

Supervisor Name/Title:

Theresa Stephens-Lock, Executive Director

Recruitment Activities					
<b>Public Safety attend student orientations.</b>					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Promote and market the services we provide as a campus law enforcement agency.	All	At least once per month (twice if schedule permits) conduct various sessions/events – information tables, coffee with a cop sessions, health and safety seminars.	Ongoing		
<b>Be positive role models</b>					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Regular foot patrols and being accessible to all students, faculty, staff and visitors on a daily basis.	All	Ensure and document daily interactions and note all post patrols of buildings daily.	Ongoing		
<b>Working with others to actively recruit for the Criminal Justice Program at a variety of venues</b>					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Set up recruiting stations with uniformed officers and LERTA recruits and CJ instructors to promote program.	All officers, LERTA staff and instructors	At least one presentation per month.	Ongoing		
<b>Be a supportive resource in navigating a positive pathway with law enforcement.</b>					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Ensure positive interaction with officers while providing assistance without judgement.	All	Ensure and document daily interactions with students, faculty and staff.	Ongoing		

**Retention Activities**

<b>Embrace a “Guardian” mindset.</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
Focus more on dialog than enforcement action so long as it does not affect public safety efforts.	All	Provide monthly training for officers in areas of problem solving and de-escalation of problems, to be recorded in monthly activity reports.	Ongoing		
<b>Provide ongoing training opportunities for all students, faculty, and staff.</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
Provide regular emergency training opportunities at the CTL and Student Life, with the help of student government leadership.	All	Third week of each semester will conduct emergency preparedness related training for one week.	End of semester		
<b>Maintain a safe environment, stay visible/engaged with students and college community.</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
Frequent foot patrols of parking lots, buildings and grounds during each shift.	All	Each shift will patrol each building (at all sites) twice per shift. This will be documented in daily activity sheets.	Ongoing		

**Completion Activities**

**Mentor student success while in the program and have an open door policy to communicate issues or concerns. This would be tracked through emails, surveys, text messages, and face-to-face meetings.**

<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
CJ students will be assigned a Public Safety police officer at the beginning of each semester as part of a mentoring program.	All sworn officers.	Will schedule at least one presentation event for Criminal Justice per month, and at different venues.	Ongoing		

**Student contact with police will be referred to the CARE Team/counseling and student code of conduct as an option to enforcement so long as it does not pose a safety concern.**

<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
Work with CARE Team/Counseling and Student Services to develop a plan of action so students involved in minor infractions can continue to attend classes in an effort to complete their course work, so long as it does not pose a safety concern.	DPS Supervisors	Document CARE Team interactions for opportunities to make a positive impact. Report in monthly activity sheet.	Ongoing		

**Provide comfortable campus environment.**

<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
Being accessible to all students, faculty, and staff in a manner that will foster trust, confidence and security.	All	Monthly community policing initiatives/activities.	Ongoing		

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# **STUDENT SUCCESS SERVICES**

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**Department Name:**

Admissions & Student Success Services

**Supervisor Name/Title:**

Jennifer McDonald

Recruitment Activities					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
1. Student Leadership a. Contact chapter support for local contacts of NSLS b. Send letters, pick a date, reserve a space organize clubs	Director, Admissions & Student Success Services	a. Contact at least 4 chapters individually to talk about best practices and collaboration. b. Contact 20 High School Student Governments and invite them on campus for a Leadership session and Club Open House	Fall 2016  Spring 2017		
2. a. Experimental Site @ Lapeer Correctional Facility b. Work with DE & Outreach to provide placement testing for High School students	Director, Admissions & Student Success Services	a. Assist 80 students through the Application and Placement Testing Process b. Work with Academic Affairs & Outreach to provide testing to at least 100 new Dual Enrollment candidates.	Fall 2016  Fall 2016 and Winter 2017		
3. a. Update Materials, web pages to meet current branding guidelines  b. Online Preview	Director, Admissions & Student Success Services	a. In conjunction with marketing ensure currency of materials. Starting with Admissions review website and communication. Send at least 1000 emails followed up with letters to new and returning students as part of the application process. b. Provide relevant information through the online preview to at least 1000 new students	Spring 2017  By Spring 2017		

Retention Activities					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Revamp the testing environment to be conducive to testing and assessment.	Director, Admissions & Student Success Services	Re arrange space to allow for an increase the number of students who are processed through placement testing by 7%.	June 2017		
Outreach to divisions, club advisors, and students regarding activities	Director, Admissions & Student Success Services	Hold 3 meetings per fall and winter term to gather club advisor feedback. Hold 1 meeting per term with Deans to discuss co-curricular opportunities	June 2017		
New faculty orientation, CTL sessions, informational emails regarding Disability Services.	Director, Admissions & Student Success Services	Provide at least 4 opportunities per year for training of faculty and staff on accessibility issues.	June 2017		

Completion Activities					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
1. Leverage existing resources to discover areas for improvement.	Director, Admissions & Student Success Services	Provide at least 2 customer service training sessions to students and staff during the fall and winter terms.	June 2017		
2. Provide opportunities to students from all backgrounds by eliminating barriers to access.	Director, Admissions & Student Success Services	Communicate 2 co-curricular activities per term by different marketing methods and constituent groups and measure the results and attendance as opposed to blanketing the message to promote events	June 2017		
3. Identify student needs. Take the time to listen to students through surveys and focus groups.	Director, Admissions & Student Success Services	Offer at least 2 opportunities per year for students of all types to provide feedback.	June 2017		

**Department Name:**

Student Services Information Center

**Supervisor Name/Title:**

Kenneth Martin

**Recruitment Activities**

<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
Assign outbound call lists to agents.	TBD (Kelly Services) Outbound Call Staff	Initiate 100% outbound phone calls to students given to me from Outreach & Recruitment and Financial Aid (Students who have applied but not registered yet and students who have FA for Winter but have not registered yet). Chat Summary Reports (Weekly until Winter classes begin on 1/14/17). The goal is to convert 10% - 15% of the students who we are able to contact.	1/7/17		
Initiate outbound phone calls to potential and new students.	TBD (Kelly Services) Outbound Call Staff	Outbound phone call reports from Orderly Stats (phone report system) and data collected in assigned excel spreadsheets. *Daily until 1/14/17. The goal is to convert 10% - 15% of the students who we able to contact.	1/7/17		
Upload student's contact information into texting system and initiate text.	ITS, Chris Engle and Kenneth Martin	This is pending the QLess Demo	TBD (This process is being reviewed by Registrar)		



**Retention Activities**

Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Log on excel spreadsheet.	Kathleen Belson Ciara Cole Cameo Wallace Diane Fletcher Tamara Anderson Kenneth Martin	Review excel spreadsheets at the end of a semester to see who registered & stayed. The goal is to maintain 10% - 15% of the students who were contacted. Also identify and hand off to Advising for follow up.	5/5/17		
Set a task in Google calendar to see if the student stayed.	Kathleen Belson Ciara Cole Cameo Wallace Diane Fletcher Tamara Anderson Kenneth Martin	Reports from texting system. The goal is to maintain 10% - 15% of the students who were contacted. Also identify and hand off to Advising for follow up.	5/5/17		
Phone Survey	Kenneth Martin	Improve the student experience. 95% completely satisfied rating.	11/28/16		

**Completion Activities**

Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Assign outbound call lists to agents on those students who are close to graduating. Initiate outbound phone calls and upload student's contact information into texting system and initiate text.	Kathleen Belson Ciara Cole Cameo Wallace Diane Fletcher Tamara Anderson Kenneth Martin	Use Data and Stats from excel lists. The goal is to convert 10% - 15% of the students who were contacted to complete graduation.	5/5/17		
Initiate outbound phone calls to potential and new students.	Kathleen Belson Ciara Cole Cameo Wallace Diane Fletcher Tamara Anderson Kenneth Martin	Reports and STATS from phone survey. The goal is to convert 10% - 15% of the students who were contacted to new students.	5/5/17		
Upload student's contact information into texting system and initiate text.	Kathleen Belson Ciara Cole Cameo Wallace Diane Fletcher Tamara Anderson Kenneth Martin	Reports from text system. The goal is to update contact information for a minimum of 10% - 15% of the student who were contacted.	5/5/17		

**Department Name:**  
**Supervisor Name/Title:**

CASD/Registrar
Dr. Chris Engle

Recruitment Activities					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Research local Veteran "Hot Spots" Marketing Research Community Involvement Review Best Practices Partner with Recruitment	Michele Traver Dave Schaaf	Bi weekly reporting on progress Goal - Currently, there has been no emphasis on recruiting student Veterans that may be eligible for VA Educational Benefits. Therefore our goal is to visit 10 local VA "hot spots" and increase our Student Veterans by 6% by Fall of 2017	3/1/17		
Collaborating with ITS Collaborate with Web Team Working with Recruiters	Sandy Losh Dan Thomas	Goal - Currently, students can only perform an unofficial audit of their transfer credit using the Michigan Transfer Network. Therefore our goal to participate in 8 transfer events per year with Recruitment and Academic Affairs once the transfer credit is available on the MCC website. Anticipated goal of 250 students increase in transfer students.	5/1/17		
Advising will partner with Recruitment (at their discretion) to have a presence in schools Host On-Demand Seminars Create High School Counselors Contact	Tom Shonnon Trisha Nelson	Goal - Currently, the CASD Faculty Advisors have been asked to present on a need-base request. Our goal is to work collaboratively with Academic Affairs to increase our level of involvement with new or existing Dual Enrollment Partnerships. Our goal will be to participate in 6 events and communicate twice after each event in conjunction with Academic Affairs. Anticipated goal of 3 new partnerships in Dual Enrollment.	5/1/17		

Retention Activities					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Create Menu Outreach to Faculty for Input Market Opportunity Perform Workshop	Lisa Gronauer Keith Allen	Bi-monthly reporting on progress Goal - Provide faculty with a menu of Counseling based workshop topics to increase student skills/success rated and retain them at a higher level. Our goal is to have 6 faculty members request customized workshops per term. Anticipated increase in student retention of 3%.	3/1/17		
Develop Communication	Kojuana Wiggins	Bi-monthly reporting on progress	3/1/17		

Benchmark Communication Goals Communication Management Training Perform Task	Kindra Conley	Goal - To provide students with communication from the Assigned Advisor and the impact that has on student initiated follow up, as well as the retention rates of students participating in the Assigned Advisor success session. Our goal is to develop 4 key communication to be sent per term. Anticipated increase in student retention by 3%.			
Develop Plan Prototype during Winter Registration Bring Plan to Scale	Nicola Brozich Paula Becker Tiffiney Hook	Bi-monthly reporting on progress Goal - With the development of the CEC, our goal is to provide career related information based on the students program of study in order to retain them by providing them with career related information. Our goal is have every student who leaves the CEC to have this information with them. Anticipated increase in student retention by 2%.	9/1/17		

**Completion Activities**

<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
Organize Event Share in Division Meetings Seek input from Marketing Identify University Partner POC Host event	Michele Traver Jennie Welliver Erica Ogburn	Bi-monthly reporting on progress Goal - To provide an opportunity for upcoming graduates with tools to complete and also inspire other students to complete their degree requirement. Our goal is to have 2 major events in Fall and Winter semester. Anticipated increase in student completion by 300 students applications per fall/winter.	4/1/17		
Involve ITS on how to capture student level data Develop Communication Strategies Implement Strategies	Lydia Lewis Katie Kiacz Allen Milostan	Bi-monthly reporting on progress Goal - To provide students with communication from the Assigned Advisor regarding the My-Progress information in My Backpack. Our goal is communicate this option once per term via Portal/Email/Q-Nomy and once per term to individual students. Anticipated increase in student completion by 4%.	4/1/17		
Research University Partners and Student Employment Opportunities Develop Communication Benchmark Communication Goals Communication Management Training Perform Task	Jeff Simms Mari Yancho Kojuana Wiggins	Bi-monthly reporting on progress Goal - To determine if communication management strategies from Assigned Advisors regarding their progress, accomplishments and workshops increase student completion. Our goal is to have 2 communications sent to students per term. Anticipated increase in student completion by 200 student applications per fall/winter.	3/1/17		

**Department Name:**

Learning Center Student Support Services, Special Populations  
& Tutorial Services

**Supervisor Name/Title:**

Clarence Jennings Jr.

<b>Recruitment Activities</b>					
<b>Create regular internal training opportunities for the purpose of creating a consistent approach to service excellence.</b>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
<p>1. Create Point of Service Surveys to respond to customer needs and deliver quality customer service to students and external and internal customers.</p> <ul style="list-style-type: none"> <li>Build relationships with students and providing positive experiences that will encourage student recruitment</li> </ul>	<ul style="list-style-type: none"> <li>Learning Center Director/Staff</li> </ul>	<p><b>2 End of Semester Surveys</b> <b>End of Fall and Winter Benchmark of 80% Satisfaction</b></p>	06/30/17		
<b>Develop &amp; Maintain Community Partnership &amp; Promote Engagement</b>					
<p>“Get 2 Know MCC - Parent &amp; Student Saturdays”</p> <ul style="list-style-type: none"> <li>Continued development of on-line tutorial services.</li> </ul>	<ul style="list-style-type: none"> <li>Learning Center Director/ Coordinators</li> <li>Peer Tutoring</li> </ul>	<p><b>2 Workshops for Students and Parents Feb &amp; Mar 2017</b></p> <p><b>Benchmark of 80% Satisfaction</b></p> <p><b>Online Tutoring in place by May 2017</b></p> <p><b>Expand from 1 to 6 Health Programs</b></p>	<p>06/17</p> <p>05/01/17</p> <p>01/31/17</p>		

<ul style="list-style-type: none"> <li>Expand family health science orientations to entire health sciences areas</li> <li>Establish and build community partnerships with             <ol style="list-style-type: none"> <li>Other community colleges and universities.</li> <li>Human service organizations</li> </ol> </li> <li>Creating partnerships with community businesses or services to make them familiar with SP services which creates word of mouth referrals specifically, FHEO.</li> </ul>	<ul style="list-style-type: none"> <li>Special Populations/Health Sciences</li> </ul>				
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**Increased Marketing of Our Specific Programs**

<p>Increase Learning Center Marketing</p> <ol style="list-style-type: none"> <li>Annual Open House</li> <li>Increase Web presence for SSS/SP/Tutoring Programs</li> <li>Present at New Faculty Orientation and fall Welcome Back Workshop</li> <li>Ensure Program Brochures available throughout campus</li> <li>Make Brochures available at New Student Orientations</li> <li>Direct recruitment via mail</li> </ol>	<ul style="list-style-type: none"> <li>Trio SSS</li> <li>Peer Tutoring</li> <li>Special Populations</li> </ul>	<p><b>Increase Learning - Center Traffic by 10%</b></p>	<p>06/30/17</p>		
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7.	In-class presentations to students	<b>Minimum 5 Classroom Presentations – 150 Students</b>			
8.	Collaboration with Recruitment/Outreach on incoming students	<b>Minimum 5 High School Presentations – 300 Students</b>			
9.	Large poster display, flyers throughout campus, and information posted campus wide via the MCC InfoChannel				
10.	Ensure Application forms are located in the offices of Student Financial Services, Admissions, and CASD during peak registration periods to encourage students to apply.				

**Retention Activities**

**Provide exemplary customer service.**

Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
<ul style="list-style-type: none"> <li>• Being attentive and alert to traffic in the learning Center</li> <li>• Provide accurate and concise communication with students and other departments.</li> <li>• Take the time to walk students where they need to be.</li> <li>• Provide a warm and welcoming environment that encourages students to utilize our services</li> </ul>	<ul style="list-style-type: none"> <li>• SSS</li> <li>• Peer Tutoring</li> <li>• Special Populations</li> </ul>	<p><b>Semester Customer Satisfaction Surveys At the End of Each Semester – 90% Satisfaction Benchmark</b></p>	06/30/17		

**Provide Proactive Coaching & Case Management**

<ul style="list-style-type: none"> <li>• Monitor students through regular academic coaching, educational planning and transfer assistance.</li> <li>• Identify and address obstacles and barriers for students to continue their education.               <ol style="list-style-type: none"> <li>1. New students will receive frequent monitoring</li> <li>2. Student on SAP and/or probation meet weekly</li> </ol> </li> <li>• Monitor Student Progression toward graduation               <ol style="list-style-type: none"> <li>1. Mid-Term</li> <li>2. End of Semester</li> <li>3. End of Academic Year</li> </ol> </li> <li>• Focus on early alert interventions for respective caseload.               <ol style="list-style-type: none"> <li>1. Academic Concerns</li> <li>2. Attendance Concerns</li> <li>3. Transportation</li> <li>4. Other Non-Academic Concerns</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>• Trio SSS</li> <li>• Peer Tutoring</li> <li>• Special Populations</li>   <li>• Trio SSS</li> <li>• Special Populations</li> </ul>	<p><b>Minimum of 2 In person Sessions each semester with Students</b></p> <p><b>75% of Students Served will be Retained from Semester to Semester</b></p> <p><b>75% of Students will return next academic Year</b></p> <p><b>75% of Students will remain in Good Academic Standing</b></p>	06/30/17		
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<ul style="list-style-type: none"> <li>Conduct Financial Literacy Workshops at a minimum once per semester. Workshops will include information on: <ol style="list-style-type: none"> <li>1. Completing and submitting the FAFSA</li> <li>2. Scholarship and grant opportunities (Trio &amp; ACG)</li> <li>3. Financing your education</li> <li>4. Student Loan Requirements</li> <li>5. Managing personal finances</li> <li>6. Debt management</li> </ol> </li> <li>Provide students with information on SAP and how to keep their financial aid</li> </ul>		<p><b>Minimum 2 Financial Aid/Literacy Workshops – Goal of 50 Students Per Workshop</b></p> <p><b>Pre &amp; Post Testing &amp; Student Evaluations – 80% will rate workshop as Very Helpful</b></p> <p>Minimum 2 SAP Workshops – <b>Goal of 50 Students Per Workshop</b></p> <p>Pre &amp; Post Testing &amp; Student Evaluations – <b>80% will rate workshop as Very Helpful</b></p>			
<ul style="list-style-type: none"> <li>Reach out to students to encourage them to seek resources before issues arise.</li> <li>Help students to navigate their high school years as they transition into college.</li> <li>Provide academic support to students to ensure college readiness and limit the need for developmental education.</li> <li>Encourage students to attend all classes, tutoring sessions and stay connected with their instructors.</li> <li>Encourage and provide opportunities for students to be involved on campus</li> <li>Ensure students have access to and knowledge about on campus and community resources.</li> <li>Continue to designate students for leadership development and personal enrichment opportunities</li> </ul>	<ul style="list-style-type: none"> <li>SSS</li> <li>Peer Tutoring</li> <li>Special Populations</li> </ul>	<p><b>– Minimum of 4 Students Nominated for Local, State &amp; National Nominations &amp; Recognitions</b></p>	06/30/17		

• Nominate students for scholarships and awards					
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Completion Activities					
Ensure student understand student educational goals					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
<ul style="list-style-type: none"> <li>• Ensure student understanding of MCC Backpack through workshops on               <ul style="list-style-type: none"> <li>a. Student Planning</li> <li>b. Financial Aid</li> <li>c. Billing</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Student Support Services (SSS)</li> <li>• Special Populations</li> </ul>	<p><b>Minimum of 4 Workshops- Goal 300 Students</b></p>	06/30/17		
<ul style="list-style-type: none"> <li>• Increase promotion of tutorial services by students</li> <li>• Place students needs as the primary focus of supports</li> <li>• Assist student to develop Academic Success Plans (Grant Specific)</li> <li>• Encourage advisor visits</li> <li>• Continue to provide sufficient supportive services to our students for their educational success and completion</li> <li>• Monitor Student Progression toward graduation               <ul style="list-style-type: none"> <li>1. Mid-Term</li> <li>2. End of Semester</li> <li>3. End of Academic Year</li> </ul> </li> <li>• Provide proactive Communication               <ul style="list-style-type: none"> <li>1. Weekly "Monday Morning Newsletters"</li> <li>2. Important Dates</li> <li>3. Texting (Student Must Opt-In)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Student Support Services (SSS)</li> <li>• Special Populations</li> <li>• Peer Tutoring</li> </ul>	<p><b>Minimum of 2 In person Sessions each semester with Students</b></p> <p><b>Communication with students at a minimum 1 time per week.</b></p>	06/30/17		

<b>Increase Graduation &amp; Transfer Rates</b>					
<ul style="list-style-type: none"> <li>• Graduation Recognitions               <ol style="list-style-type: none"> <li>1. Academic Milestones</li> <li>2. End of First Semester</li> <li>3. End of First Year</li> <li>4. Half-Way Toward Graduation</li> <li>5. Graduation</li> </ol> </li> <li>• Encourage students to apply for graduation</li> <li>• Assist students with Scholarship Opportunities (internal &amp; external)</li> </ul>	<ul style="list-style-type: none"> <li>• Student Support Services (SSS)</li> <li>• Special Populations</li> </ul>	<p><b>Increase Graduation Applications by 10%</b></p> <p><b>Increase Cohort Graduation Rate From 23% to 25% - Trio</b></p> <p><b>Increase Cohort Graduation Rate From 35% to 38% - SP</b></p>	06/30/17		
<p>Increase Transfer Opportunities for students</p> <ol style="list-style-type: none"> <li>1. Provide transfer workshops on the importance of continuing college education beyond Mott Community College.</li> <li>2. Inform students of “Advisement Days,” Annual MCC Transfer Fair, recruitment visits by other colleges, taking place on campus.</li> <li>3. Coordinate university tours throughout the academic year to allow participants a first-hand experience on a four-year university campus.</li> <li>4. Transfer Application Assistance (Waivers)</li> <li>5. Assistance with understanding transfer Financial Aid Packages</li> </ol>	<ul style="list-style-type: none"> <li>• Student Support Services (SSS)</li> <li>• Special Populations</li> </ul>	<p><b>Minimum of 4 University Visits By end of Academic Year</b></p> <p><b>Increase Cohort Transfer Rate From 23% to 25% - Trio</b></p>	06/30/17		

Department Name:

Outreach and Recruitment

Supervisor Name/Title:

Regina Broomfield

**Recruitment Activities**

Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Review Genesee County Schools applicants for 2018/3	K. Custer & C. Cisneros	Monthly Review of applicants from each GISD HS. Increase 2018/3 applicants by 5% for all schools	08/17		
Identify opportunities to increase prospect pool (i.e. SAT, ACT, ISIRS, etc.)	K. Custer	Establish a prospect pool of a minimum 8,000. Convert 8% of the prospects into applicants for 2018/3	09/17		
Family Open House	Student Services, Academic Affairs & FASS	Convert 5% of the participants into registrants for 2018/3	TBD		

**Retention Activities**

Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
1. Let students know they will hear from recruiters 2 times per semester	1. Each applicant is assigned a Recruiter to facilitate completion of admission & enrollment in classes. The assigned Recruiter will continue to work with their students.	2. Two weeks before midterms and finals 100% of all students will be contacted by the assigned recruiter via phone, email, or mail.	04/17		

1. Encourage students to register for next semester classes	Assigned Recruiter & R.Broomfield	1. Three weeks into the enrollment period. On-going efforts to reach 100% of all current students that have not registered for the upcoming semester will be contacted.	01/17		
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**Completion Activities**

<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
1. Identify incoming high school seniors who are within 12 credits of satisfying MCC graduation requirements. 2. Each "Commitment Statement" will be signed by the Recruiter who is assigned to each student.	1. R. Broomfield 2. All Recruiters 3. C. Cisneros & Counselors	1. Assist 5% of 2016 HS graduates with identifying scholarships 2. 100% of all 2016 grads will receive a personal note once enrolled from assigned recruiter	01/17		
1. Identify those students who are graduating 2. Inform the assigned Recruiter	1. C. Custer 2. C. Custer & Student Employment Center	On-going efforts to contact 90% of the 2016 HS grads that are scheduled to graduate in 2018	May 2018		

Department Name:

Student Financial Services

Supervisor Name/Title:

Emily Varney

**Recruitment Activities**

Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
<ul style="list-style-type: none"> <li>-Collaborate with admissions</li> <li>-Work out training/process for packaging</li> <li>-Train admissions staff to run award letters</li> <li>-Include paper award letters in Admissions packets</li> </ul>	Director of Student Financial Services	Each student that has aid packaged at time of filling out admissions app will receive award letter at time of admission. Increase conversion rate of students that are packaged at time of admission by 5%.	01/17		
<ul style="list-style-type: none"> <li>-Get high schools to let us in</li> <li>- Schedule/present</li> <li>-Financial Aid Nights</li> </ul>	Director of Student Financial Services	Increase of 5 schools over 15/16 academic year presentations (16 schools in 15/16). Increase admissions apps by 1%.	12/1/16		
<ul style="list-style-type: none"> <li>-Schedule, plan event</li> <li>-Collaborate with marketing for promo pieces</li> <li>-Collaborate with Recruitment to help promote</li> <li>-On campus FAFSA completion event</li> </ul>	Director of Student Financial Services	One event held on campus per academic year. 40+ attendees at event. Increase MCC admissions apps by 1%.	11/12/16		

Retention Activities					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
-Collaborate with marketing to create promotional materials -Social media -Promotion of early FAFSA	Director of Student Financial Services	Decrease FA in person traffic during Fall/Winter 2017/2018 peak times by 3%.	12/16		
-Info at FA roadshows/Fall Rally -Explain in "preview" -Educate students on SAP	Director of Student Financial Services	Decrease # of students in violation of SAP by 1% in May 2017 run compared to May 2016 run.	06/17		
-Videos/Email -Promote backpack	Director of Student Financial Services	Decrease FA in-person traffic during Fall/Winter peak times by 1%.	06/17		

Completion Activities					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
-Notification/explanation to students in interesting ways -Part of "preview"? -Education on ways to run out of aid	Director of Student Financial Services	Decrease # of students that "runout" of aid by 18/19 academic year by 5% from 16/17	06/17		
-Repayment info out to SAP violators -Promotion of "Smart Borrowing" -Work with delinquent borrowers -Info out with exit counseling notification -Default prevention	Director of Student Financial Services	Reduce next official CDR by 1%	11/16 Ongoing		
-Identify students at 500% LEU -Send notification to LEU students	Director of Student Financial Services	Reduce the amount of students that exceed 600% Pell Lifetime Eligibility Used by 1% in 18/19 academic year	03/17		

Department Name:

Student Success

Supervisor Name/Title:

Troy Boquette

**Recruitment Activities**

Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
For #1 and #3: Work closely with the Marketing Department to market support services.	Student Success & Marketing	Collect Data on Advertising Create Surveys 10% Survey return	Review Quarterly		
For #2: Staff training Survey students Use of secret shoppers Site visits to determine best practices		#1 and #3. Inventory every medium that we advertise internally and externally. Increase internal marketing of services by 20% by end of year.  Have a small team analyze 16/17 student satisfaction survey. Identify weak customer service areas. Improve 17/18 results by 15%			

**Retention Activities**

Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Staff training Survey students Use of secret shoppers Site visits to determine best practices	Student Success Staff	Re-assess streamlined services with new group of students for feedback.  Current Rush Wait times over 120 minutes. Decrease wait times to no more than 60 minutes.	Review Quarterly		



**Completion Activities**

Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
<p>-Train staff</p> <p>-Work with IT to identify student goals during the admissions process</p> <p>-Celebrate students that meet their goals</p>	<p>Student Success Staff IT Staff</p>	<p>-Create &amp; implement process Assess students Create web notification</p> <p>-Work with I.R. to identify new students completion goals at time of Admissions.</p> <p>-Identify 100% completers and personally recognize them for completing goal.</p> <p>-Hold 3 workshops on the MTA for students throughout the Fall and Winter Semesters.</p>	<p>Review at end of each semester</p>		

Department Name:  
Supervisor Name/Title:

Upward Bound
Glenn Martin

Recruitment Activities					
Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Bi-Monthly Newsletter	Upward Bound Coordinators	Produced <b>6 per year</b> and mail bi-monthly.	1 Year from start date		
Maintain a comfortable and inviting office area	Upward Bound Coordinators	In cooperation w/other LC programs hold <b>1 quarterly event</b> to bring students into the LC to learn about services.	1 Year from start date		
Monthly Phone calls to parents	Upward Bound Coordinators	<b>100%</b> of parents will be called monthly	1 Year from start date		
Maintain HS graduation standards	Upward Bound Coordinators	- <b>80%</b> of students will maintain a 2.5 GPA -Provide tutors, all UB students who are below 2.5 will be required to attend tutoring. <b>Tutoring numbers tracked monthly.</b>	1 Year from start date		
Hold Parent Meetings	Upward Bound Coordinators	<b>40%</b> of Parents will attend at least one monthly parent meeting	1 Year from start date		
Build strong relationships with students.	Upward Bound Coordinators	Intrusive counseling for proper class/major selection (students are required to meet with their coordinator monthly, attendance at these meetings will be tracked, a minimum of <b>80%</b> per month.	1 Year from start date		
Expose high school students to higher education opportunities at MCC	Upward Bound Coordinators	-UB junior and senior students will be exposed to MCC and all MCC programs <b>annually.</b>	1 Year from start date		

		-Training parents/participants on the MCC Admissions process. <b><u>80%Annually in October/November.</u></b>			
Establish new and build stronger partnerships with other community colleges and universities.	Upward Bound Coordinators	Presentations to community partners on the services provided by UB. <b><u>As needed/Requested.</u></b>	1 Year from start date 4 per year, 1 per quarter		
Establish and build stronger relationships with human service organizations.	Upward Bound Coordinators	Presentations to community partners on the services provided by UB. <b><u>As needed/Requested.</u></b>	1 Year from start date 4 per year, 1 per quarter		
Have a strong presence in the target area high schools we service.	Upward Bound Coordinators	Increase the visibility of MCC at target area HS with posters and banners in the building.(UB Staff will cross train with the Out Reach department to serve as recruiters in the target schools serviced by the program)	1 Year from start date		
Provide high schools with flyers and Mott Wall decals, and other promotional materials to display.	Upward Bound Coordinators	Provide counselors with up to date MCC financial aid and admissions materials.(meet with HS Counselors monthly - target all school counselors - to assess needs for MCC programs or products, or promotional material, monitor and track requests for materials or programs)	1 Year from start date		

**Retention Activities**

Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion	Mid Term Progress	Final Outcome
Being attentive and alert to traffic in the learning Center	All LC Staff	<b>10%</b> over last year of students utilizing the learning center and the support services.	Ongoing		
Take the time to walk students where they need to be.	All LC Staff	Student Satisfaction Surveys. Once baseline is established, increase by 10% per year.	Ongoing		
Provide a warm and welcoming environment	All LC Staff	Student Satisfaction Surveys. Once baseline is established, increase by 10% per year.	Ongoing		
Engage students and be warm and welcoming outside of our department.	All LC Staff	Student Satisfaction Surveys. Once baseline is established, increase by 10% per year.	Ongoing		
Provide financial aid assistance, FAFSA completion and financial literacy workshops	Upward Bound	<b>-80%</b> of UB seniors will have participated in these workshops <b>-80%</b> of UB students and families will be exposed to this information.	Ongoing		
Help students to navigate their high school years as they transition into college.	Upward Bound	<b>80%</b> of students will meet with their UB Coordinator monthly.	Ongoing		
Provide academic support to students to ensure college readiness and limit the need for developmental education	Upward Bound	Track student attendance at tutoring. <b>Any student below a 2.5 will attend tutoring at least 1 per week.</b>	Ongoing		
Continue to designate students for leadership development and personal enrichment opportunities	Upward Bound	<b>1 annual</b> trip to a leadership conference or workshop.	Ongoing		
Nominate students for scholarships and awards	Upward Bound	<b>100%</b> of UB seniors will apply for scholarships	Ongoing		

**Completion Activities**

<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion</b>	<b>Mid Term Progress</b>	<b>Final Outcome</b>
Be student need driven	Upward Bound	Monitor students through regular academic coaching, educational planning and transfer assistance.	Ongoing		
Closely Monitor Progress toward HS graduation.	Upward Bound	<b>90%</b> of all UB students will advance to next grade until graduation.	Ongoing		
Proactive Case Management	Upward Bound	Provide proactive Communication so that students do not fall through the cracks	Ongoing		

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# **WORKFORCE & ECONOMIC DEVELOPMENT**

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**Department Name:**

Workforce & Economic Development

**Supervisor Name/Title:**

Robert Matthews, Associate Vice President

**Recruitment Activities**

**For Non-Traditional Students:**

- Engage Adult Audience
- Opportunity Youth (ReMix, Flint Water Works, Job Corps)
- Expand outreach to Housing community residents
- Prison Re-entry Program
- Community Conversations
- No matter the entry point – all are MCC Students
- Promote Non-Credit to Credit transitions

Steps to Complete Plan	Staff Responsible	Goals Set	Projected Completion Date	Mid Term Goal Progress	Final Goal Outcome
Engage and build relationships with elementary, middle and high schools Perform evaluation on outreach efforts Survey schools and administrators to determine effectiveness of student engagement Survey the number of students who enroll that were touched by one or more forms of outreach and recruitment	Manager of respective area	Goal to enroll up to 100 students	End of Fall & Winter semesters		
Engage and build relationships with Community Based Organizations (CBO)		Established partnership with 4 to 6 major CBO's to share MCC efforts and desire for partnership in creating a student pipeline	January 2017		
Market Programs		Establish working relationship w/Institutional Advancement	Immediately		
Develop grass roots plan of action		Establish Pipeline via (4) Churches, (2) Comm. Centers, and(2) Mentor Programs	Will meet w/Comm. School Directors in December		
Department collaborations		Establish bi-monthly strategy meeting	Targeted for Feb. 2017		

<b>For Traditional Students:</b>					
<ul style="list-style-type: none"> <li>• Assemble Student Ambassadors to take the MCC Story to local schools – Promote MCC Brand</li> <li>• Engage youth earlier (3<sup>rd</sup> – 6<sup>th</sup> graders)</li> <li>• Create youth programs on Main Campus and extension sites</li> <li>• Create more exposure to main campus programs through tours for entire community</li> </ul>					
<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion Date</b>	<b>Mid Term Goal Progress</b>	<b>Final Goal Outcome</b>
Assemble Student Ambassadors to take the MCC Story to local schools – promote MCC brand	Managers of respective areas	Goal to visit (4) schools	End of Winter semester		
Engage youth earlier (3 <sup>rd</sup> – 6 <sup>th</sup> grade)		Partner with 4 to 6 Elementary Schools and local school administration	Begin discussions and plans for implementation Immediately (complete by May 2017)		
Create youth programs on Main Campus and extension sites		Work with Middle and High School Counselors to establish career pathway youth programs (engaging up to 100 students)	Begin discussions and plans for implementation Immediately that. This will be included in Community School Director conversations in order to set a target date (Complete by May 2017)		
Create more exposure to main campus programs through tours for entire community		Utilize MCC Ambassadors, in conjunction with plans for new youth programs, to conduct tours and specialized sessions for Middle and High School groups at all MCC Sites to engage up to 100 students	Projected Launch for Summer 2017		



**Retention Activities**

**Support (monetary and emotional), wrap around services, mentoring.  
 Consistent, accurate communication, consistent services/technology for all campuses.  
 Follow up, reach out and touch someone, encourage.**

<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion Date</b>	<b>Mid Term Goal Progress</b>	<b>Final Goal Outcome</b>
Communication Build partnerships with departments Job shadowing Employer Partner Workshops during training	Managers of respective areas	Provide 2 Empowerment Sessions for current students to further explore career exploration strategies Provide 2 industry-specific sessions for recent graduates that are in job search activities	Ongoing		

**Completion Activities**

**Support  
 Barrier Management  
 Alignment of services, consistent communication**

<b>Steps to Complete Plan</b>	<b>Staff Responsible</b>	<b>Goals Set</b>	<b>Projected Completion Date</b>	<b>Mid Term Goal Progress</b>	<b>Final Goal Outcome</b>
Communication Build partnerships w/departments Job shadowing Employer Partner Workshops during training	Manager of respective areas	Perform monthly evaluation of completion rates against those who enrolled into a given programs. 5% of MCC grads will be WKFD students.	June of each year		