

**NORTH FLORIDA COMMUNITY COLLEGE 2001-2002 STRATEGIC PLAN  
COMMUNITY OUTREACH INITIATIVE ACTION PLAN**

<b>OBJECTIVE</b>	<b>2001-2002 PERFORMANCE INDICATORS</b>	<b>ACTIONS REQUIRED</b>	<b>PERSONNEL RESPONSIBLE</b>
<p>Increase number of partnerships with external agencies, schools, and businesses</p>	<p>Log of all existing partnerships            Increase in number of partnerships as reflected in comparison of 2000-2001 log with 2001-2002 log            College-initiated survey of area agencies, education institutions, and business/industry to provide feedback on satisfaction, program development, and needs assessment</p>	<p>Development of community outreach plans for each campus department            Implementation of community outreach plans            Develop and implement programs based on evaluation of survey results</p>	<p>Assigned personnel            Department heads</p>
<p>Increase number of internships and apprenticeships with area businesses and industries</p>	<p>Log of 2000-2001 internship and apprenticeship programs            Log of 2001-2002 internships and apprenticeships reflecting an increase from previous year</p>	<p>All A.S., A.A.S. , and certificate programs identify current apprenticeship and internship agreements            Same programs develop at least one new proposal for internship or apprenticeship in 2001-2002</p>	<p>Vice President of Academic and Student Affairs            Director of Occupational/Vocational Education            Assigned Personnel</p>

<p>Increase level of communication between community entities and the college</p>	<p>Web page specifically designed for business, industry, education institutions, and agencies          Log of "town and gown" functions in each county the college serves          NFCC Community Outreach news items evidenced in community media</p>	<p>Design web page          Develop and implement web page          Schedule "town and gown" functions in each county          Produce weekly news items for release to community media</p>	<p>Department chairs          Director of Institutional Advancement          Assigned personnel</p>
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**NORTH FLORIDA COMMUNITY COLLEGE 2001-2002 STRATEGIC PLAN  
 EDUCATIONAL PROGRAMS INITIATIVE ACTION PLAN**

<b>OBJECTIVE</b>	<b>2001-2002 PERFORMANCE INDICATORS</b>	<b>ACTIONS REQUIRED</b>	<b>PERSONNEL RESPONSIBLE</b>
<p>Increase student access to programs offered via distance learning, off-campus, and night courses</p>	<p>Listing of distance learning, off-campus, and night courses in schedule of courses for fall 2001 and spring 2002          Program descriptions of programs available via distance learning, off-campus, and night offerings in current catalog</p>	<p>Development of programs and course offerings          Placement of courses in schedule of courses          List programs in catalog</p>	<p>Vice President of Academic and Student Affairs          Department chairs          Assigned personnel          Curriculum committee</p>

<p>Improve quality of all education programs</p>	<p>Institutional effectiveness plans and documents for each educational program            90% of students express satisfaction with educational programs in response to student survey            Articulation report data            Employer Surveys indicate 80% satisfaction with NFCC graduates and program completers</p>	<p>All educational program departments complete departmental institutional effectiveness plans            Development and distribution of student survey            Administer employer survey            Develop and implement "Baldrige Criteria" questions for educational program quality assessment</p>	<p>Vice President of Academic and Student Affairs            Director of Occupational/Vocational Education            Department Chairs            Quality Improvement Team</p>
<p>Reduce barriers to access through alternative means of program and course delivery</p>	<p>One Associate degree program will be offered off-campus and at night            One general education core requirement will be offered online</p>	<p>Develop and implement Associate in Arts program in Education for delivery off-campus and at night            Develop and implement a history course for online delivery</p>	<p>Vice President of Academic and Student Affairs            Department chairs            History faculty            Education faculty</p>

**NORTH FLORIDA COMMUNITY COLLEGE 2001-2002 STRATEGIC PLAN  
 HUMAN RESOURCES INITIATIVE ACTION PLAN**

<b>OBJECTIVE</b>	<b>2001-2002 PERFORMANCE INDICATORS</b>	<b>ACTIONS REQUIRED</b>	<b>PERSONNEL RESPONSIBLE</b>
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<p>1: Increase faculty and staff satisfaction with North Florida Community College</p>	<p>Minimum 80% of faculty and staff report "satisfied" or "very satisfied" on identified campus climate survey instrument(s)</p>	<p>Identification of survey instrument to be considered for measurement of faculty/staff satisfaction levels          Selection of instruments          Establish timeline for measures          Report results</p>	<p>Assigned personnel          Director of Human Resources</p>
<p>2: Increase fairness and equity of salaries and benefits for college employees</p>	<p>Revise schedule of salaries and benefits approved by District Board of Trustees on file in Director of Human Resources office</p>	<p>Establish process for update and revision of salary and benefits schedule          Development of update and revision          District Board of Trustees approval of update          Timeline for implementation of update and revision</p>	<p>Director of Human Resources          Assigned personnel</p>
<p>3: Increase technology training available to faculty and staff</p>	<p>Identification of priority needs for technology training          Schedule of technology training events for faculty and staff          Evaluations of technology training events by faculty and staff</p>	<p>Establish procedure and identify personnel for identification of technology training needs          Develop and implement schedule for technology training          Develop and distribute evaluation measures to assess effectiveness of technology training</p>	<p>Vice-President of Academic and Student Affairs          Dean of Administrative Services          Appropriate committees          Assigned personnel</p>

## NORTH FLORIDA COMMUNITY COLLEGE 2001-2002 STRATEGIC PLAN QUALITY IMPROVEMENT INITIATIVE ACTION PLAN

<p>Improve campus communication</p>	<p>Completed campus communication plan 80% faculty and staff satisfaction with campus communication as measured by survey</p>	<p>Development of a plan for improved campus communication Implementation of campus communication plan Identification of survey instrument to measure faculty and staff satisfaction Administration of survey Tabulation of results</p>	<p>Strategic Planning committee Assigned personnel</p>
<p>Increase faculty and staff proficiency with technology</p>	<p>Successful Term I and Term II student registrations using SCT Banner as measured by student responses on survey question. 90% of students registered will express satisfaction with registration. Completed campus "Technology Plan"</p>	<p>Continued training of campus personnel on SCT Banner implementation Implement SCT Banner beginning Summer 2001 Evaluate progress toward completion of Technology Plan Establish process for completion of Technology Plan Complete Technology Plan</p>	<p>Dean of Administrative Services Vice-President of Academic and Student Affairs Technology Committee</p>

Update/revise campus policies and procedures	Updated and revised copy of the North Florida Community College Policy Manual approved by the District Board of Trustees 80% of faculty and staff report satisfaction with campus procedures and measured by survey	Continue work on update and revision of NFCC Policy Manual Presentation of NFCC Policy Manual for District Board of Trustees approval Make widely used campus forms available to faculty and staff on the NFCC intranet Survey faculty and staff to determine level of satisfaction with campus procedures	Dean of Administrative Services Assigned personnel
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**NORTH FLORIDA COMMUNITY COLLEGE 2001-2002 STRATEGIC PLAN  
RESOURCE DEVELOPMENT INITIATIVE ACTION PLAN**

Increase annual giving to the college	Corporate and business contributions to the college increase by 10% from 2000-2001 Individual and foundation contributions to the college increase by 10% from 2000-2001 Grant funding as part of the college operating budget increases by 10% from 2000-2001	Develop fund-raising plan for 2001-2002 Implement fund-raising plan for 2001-2002 Develop grant priorities for 2001-2002 Complete grant applications in all identified priority categories	Assigned personnel Director of Resource Development
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Develop and implement campus technology acquisition, refresh, and retirement plan	List of priority needs for technology in 2001-2002 List of priority needs for technology in years 2002-2006 Inclusion of acquisition, refresh, and retirement policies and procedures in college technology plan	Identification of priority needs for technology in 2001-2002 Identification of priority needs for technology in 2002-2006 Develop policies and procedures for acquisition, refresh, and retirement of technology Distribute "Technology Plan" to entire campus	Dean of Administrative Services Vice President of Academic and Student Affairs Assigned Personnel
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**NORTH FLORIDA COMMUNITY COLLEGE 2001-2002 STRATEGIC PLAN  
RECRUITMENT AND RETENTION INITIATIVE ACTION PLAN**

Increase enrollments of under-represented populations	Total enrollments of under-represented population will increase from 2000-2001 African-American male enrollment will increase from 2000-2001 Non-traditional age student enrollment will increase from 2000-2001. Above indicators to be extracted from MIS provided data.	Identification of barriers to enrollment for under-represented populations Development and implementation of recruiting plan for under-represented populations	Vice President of Academic and Student Affairs Ad hoc committee on recruitment and retention Director of Institutional Advancement Campus recruiter
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<p>Increase enrollments of the previous year high school graduates in the district</p>	<p>Total NFCC enrollments of 2001 graduates from each service district high school will increase from enrollments in 2000 graduates at NFCC. Analysis of Florida Department of Education data on high school graduates, local school district data, and MIS-generated data at NFCC.</p>	<p>Ascertain numbers of students in each district high school senior class          Develop and implement high school specific recruiting plans</p>	<p>Vice President of Academic and Student Affairs          Department chairs          Director of Institutional Advancement          College Recruiter          Ad hoc committee on recruitment and retention</p>
<p>Increase retention of students enrolled at NFCC</p>	<p>Retention of institutional enrollment from semester to semester will increase from levels retained in 2000-2001 using MIS-generated data.          Annual retention of students in each program will increase from 2000-2001 levels. Analysis of MIS-generated institutional data.</p>	<p>Development and implementation of campus-wide retention plan          Development and implementation of departmental retention plans</p>	<p>Vice President of Academic and Student Affairs          Department chairs          Program directors          Ad hoc committee on recruitment and retention</p>