Strategic Planning FY 2016-2018

Mid-Year Report to the Board of Trustees

August 4, 2015

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Update from the President:

Since 2014 Lake Land College has embarked upon an inclusive strategic planning process that will guide the College into the future and extend our proud tradition of providing excellence in teaching and learning and meeting the emerging needs of our students and communities. The process began by seeking the input from more than 1,000 stakeholders whose feedback led the College to develop three strategic goals which will drive the College's strategy moving forward, including: advance student success; fulfill evolving and emerging education and training needs; and commit to quality, access, and affordability.

This past spring numerous staff submitted strategy proposals outlining action plans for achieving the goals and objectives detailed in this report. In May, the Cabinet reviewed and approved 84 strategy requests for FY 2016. Of the $100,000 that was budgeted for FY 2016 strategic initiatives, approximately $50,000 was allocated to fund one-time strategies that have a specific funding time frame. In addition, $47,000 of the budgeted $100,000 was allocated toward strategies that required ongoing operational funds. This funding has been integrated into the appropriate operational budget.

Brief descriptions of each strategy are included in this report and may also be viewed online at the College's Strategic Plan webpage. This mid-year report also includes the college-level key performance indicators (KPI's), with baseline data and expected outcomes for each year through FY 2018. These KPIs will be used to monitor overall success in achieving the College's strategic goals and objectives.

We are continuing to work with College staff to develop a management system to track and report bi-annually on strategy progress. The next annual report on strategic planning will include a status update on each pending strategy.

Thank you to members of the Strategic Planning Committee for their hard work and dedication to this process and ensuring we remain on target with the planning timeline. Also, thank you to the numerous College staff who submitted a strategy request. Your ongoing commitment to advance the College's goals and objectives will ensure Lake Land continues to engage minds and change lives through the power of learning for years to come.

Dr. Josh Bullock, President

Strategic Planning Process FY 2016-2018
Lake Land College

Strategic Planning Committee

Purpose: Assist with facilitating the development and maintenance of the College's strategic plan. Serve as a resource to the President's Cabinet on issues related to the strategic plan. Be champions for the planning process and aid in communicating the process with the college community. Specific tasks include:

- Vet the strategic planning process.
- Research trends in higher education and provide as inputs to the planning process.
- Serve as facilitators for strategic planning visioning sessions.
- Assess visioning session feedback and develop a summary of results and key findings.
- Assist the President's Cabinet with development of College level goals and objectives.
- Participate in the annual review and updating of the College strategic plan.
- Be champions for the planning process and resulting plan.

Composition: The Planning Committee will be comprised of the following individuals:

      Leaders: Jean Anne Grunloh, Senior Executive to the President
               Dr. Deb Hutti, Associate Vice President for Educational Services

      Members:

- (3) 1 member from each of the bargaining units as appointed by the unit's Executive Committee.
  - Brett Roberts (Para-professional)
  - Ted Miller (Custodial Association)
  - Gary Lindley (Faculty Association)
- (2) 1 support staff each from the student services and business services teams.
  - Tony Sharp (Business Services)
  - Lisa Schumard-Shelton (Student Services)
- (1) Career Tech faculty member
  - Angela Davison
- (1) Transfer faculty member
  - Dr. Dustin Heuerman
- (1) Division chair
  - Ike Nwosu
- (3) 1 leadership team member each from the academic services, student services and business services teams.
  - Jon Althaus (Academic Services)
  - Emily Hartke (Student Services)
  - Madge Shoot (Business Services)

Resource to the Team: (1) Dr. Lynn Breer, Director of Institutional Research

Lake Land College
Strategic Plan FY 2016-2018 – Goals and Unit Objectives

Legend

A	Academic Services Unit
B	Business Services Unit
S	Student Services Unit
P	President's Office Unit

Goal 1: Advance student success.

1.1   Foster a holistic student experience through academic and social integration.

A.1: Improve the experience of students through quality teaching and learning.

B.1: Maintain campus facilities and grounds.

S.1: Implement new branding and marketing strategies to further student engagement.

1.2   Ensure a student-centered culture through excellent teaching and exceptional service.

A .1: Improve the experience of students through quality teaching and learning.

B.1: Improve campus way finding.

S.1: Collaborate with community agencies to provide support for students beyond college services.

1.3   Improve retention, persistence and completion.

A.1: Improve retention, persistence, and completion.

B.1: Meet WIA performance rates for employment, retention and earnings.

P.1: Foster legislative support for strategies and resources needed to improve retention, persistence, and completion.

S.1: Promote completion in 100% time.

S.2: Decrease student withdrawals.

<u>Goal 2</u>: Fulfill evolving and emerging education and training needs.

2.1   Partner with community, business, and education.

A.1: Pursue new and innovative partnering opportunities.

B.1: Increase WIA partnerships with community, business and education.

P.1: Actively engage local leaders and legislators in the support of new and existing partnerships.

S.1: Collaborate with high schools to help students successfully transition to the College.

S.2: Pursue new and innovative ways to inform nontraditional students about Lake Land College.

2.2   Align programs, services and delivery methods.

A.1: Provide student-centered course scheduling and delivery options.

S.1: Implement models to respond to non-traditional educational opportunities.

S.2: Develop student-centered solutions for class planning.

2.3   Expand transfer options and career pathways.

A.1: Expand use of career pathways model.

A.2: Create new and innovative transfer opportunities.

S.1: Assist students with transfer and career pathway options.

<u>Goal 3:</u>   Commit to quality, access and affordability.

3.1   Innovate for advancement.

A.1: Seek innovative funding sources.

P.1: Increase institutional readiness for a capital campaign to raise financial resources in support of the student learning experience.

S.1: Implement Customer Relations Management software to provide quality communication with potential students and applicants.

3.2   Invest strategically in personnel, facilities and equipment.

A.1: Invest in educational resources to support existing and emerging programs.

B.1: Provide a safe work environment.

B.2: Provide exceptional service to support technology needs to ensure a student-centered culture.

B.3: Develop and manage a five-year budget plan tied to the strategic plan.

B.4: Construct and operationalize the Luther Student Center Addition.

P.1: Improve internal communication and collaboration.

P.2: Work with area leaders and legislators to ensure strategic capital and operational funding needs are met.

P.3: Invest in staff training in areas of leadership development, quality improvement and customer service.

S.1. Implement Customer Relations Management software to develop standardized means of tracking communication with potential students and applicants.

3.3   Demonstrate personal and institutional accountability through data-driven decision making.

A.1: Improve decision-making processes through the collection and use of data.

B.1: Improve text book rental experience for students.

B.2: Maintain technology quality and availability across campus.

B.3: Develop and monitor financial metrics to manage costs.

B.4: Mitigate the cost of print services.

P.1: Ensure strategic planning is a continuous, living process.

S.1: Create a standard format for evaluating success of student services initiatives.

Lake Land College Strategic Plan College Level KPIs 2015-2018									
		FY2016		FY2017		FY2018			
Metric	**Baseline**	**Goal**	**Outcome**	**Goal**	**Outcome**	**Goal**	**Outcome**	**Overal 3-Year Goal**	**Data Source**
Goal 1: Student Success									
CCSSE Benchmarks	**Spring 2013**							**Increase by 5%**	CCSSE: Mean of scales
Active and Collaborative Learning	46.8	47.3		47.7		48.2			
Student Effort	45.8	46.3		46.7		47.2			
Academic Challenge	45	45.5		45.9		46.4			
Student-Faculty Interaction	49.3	49.8		50.3		50.8			
Support for Learners	50.6	51.1		51.6		52.1			
Retention for degree seekers (excludes DOC)	**Fall 2013**							**Increase by 5%**	IR Enrollment Reports
Cohort	4123								
Fall to Spring									
Enrolled	69.20%								
Completed	5.60%								
Transferred	1.10%								
Total Success Fall to Spring	**75.6%**	76.9%		78.1%		79.4%			
Fall to Fall									
Enrolled	41.10%								
Completed	27.90%								
Transferred	11.90%								
Total Success Fall to Fall	**67.8%**	68.9%		70.1%		71.2%			
Persistence (excludes DOC)	**FY2014**							**Increase by 3%**	A1 Report
Full Time Students	2,199								
Completed 24 or more Hours	76.0%	76.8%		77.5%		78.3%			
Part Time Students	5,584								
Completed 12 or more hours	24.8%	25.1%		25.3%		25.6%			
Goal 2: Fulfill evolving and emerging education and training needs									
FTE Growth for All Students[3]	**FY2015**							**Increase by 1%**	ICCB Summary Profile of all CC
Total FTE	6658.45	6,392.1		6,593.3		6,733.6			
DOC FTE	2585.05	2,585.1		2,585.1		2,585.1			
College FTE (non-DOC)	4073.4	3,910.5		4,008.3		4,148.6			
Employment	**FY2015**							**Increase by 1%**	OFS results for all AAS and CRT grads
Employment Status (July 2015 respondents)	36.50%	36.8%		37.1%		37.5%			
Job Related to Field of Study (of employed)	96%	95.3%		95.6%		97.0%			

Metric	Baseline	FY2016		FY2017		FY2018		Overall 3-Year Goal	Data Source
		Goal	Outcome	Goal	Outcome	Goal	Outcome		
Employer Survey Results	*In development*	TBD		TBD		TBD		**TBD**	Employer Survey
Partnerships	*In development*	TBD		TBD		TBD		**TBD**	Process TBD
Graduates who Transfer (Excludes DOC)	**FY2014**							**Increase by 5%**	NSC/IR Grad Files
Total graduates who transfer	1,211								
Number of Transfer Program Grads	404								
Percent that Transfer	66.1%	*67.2%*		*68.3%*		*69.4%*			
Number of Career/Tech Program Grads	807								
Percent of Career/Tech that Transfer	16.4%	*16.7%*		*16.9%*		*17.2%*			
Goal 3: Commit to quality, access, and affordability									
Tuition and Fees	**FY2015**	**FY2016**						**Bottom quartile**	ICCB (less book rental fees $10.30 for LLC)
Tuition and Fees Cost less book rental	$105.00	$105.00	$105.00						
LLC Rank of all 39 Community Colleges	tied for 30th	*30th or below*		*30th or below*		*30th or below*			
Costs versus Inflation	**FY2015**	**FY2016**						**Not to Exceed Rate of Inflation annually**	see footnote
Inflation[1]	1.6%	*0.0%*							
Tuition and Fees	$115.30	*$115.30*	$115.30						
Percent Change in Tuition and Fees	6.9%	*0.0%*	0.0%						
Market Penetration	**Fall 2014**								
% of In District High School Graduates enrolled following fall	34.6%	*40.0%*		*40.0%*		*40.0%*		**40% annually**	Fall 10th Day Report
% of in district population enrolled between ages of 18 and 64	3.20%	*3.28%*		*3.36*		*3.44*		**3.50%**	IR Enrollment Report & Census
Cost/FTE	**FY2014**							**Bottom quartile**	Accounting & ICCB
Audited Operations Revenue Less DOC[2]	$36,012,715								
Annual FTE Less DOC	5187								
Cost/FTE[2]	$6,942.88								
Cost/FTE (where LLC falls compared to all other CC in IL)	39th of 39	*30th or below*		*30th or below*		*30th or below*			

[1] http://www.usinflationcalculator.com/inflation/current-inflation-rates/

[2] http://iccbdbsrv.iccb.org/databook/home.cfm

[3] http://64.107.108.133/pdf/reports/Annual_Enroll_Comp_2014.pdf

Text Color Code: Blue = Midyear   Black = Goal met   Red = Did not meet

Strategy:	Provide Quality Leadership Training Opportunities to Students	
Unit Objective:	A.1: Improve the experience of students through quality teaching and learning	
Requestor:	Valerie Lynch	

Description: Develop a collaboration between faculty, staff, and Student Life to create meaningful and quality leadership training for students. Enlist a committee of faculty and staff to discuss different cohorts of students who could benefit from intentional and well-developed leadership curriculum. Create a program in which the leadership training becomes an expectation and/or requirement for specific cohorts of students. Solicit the expertise of various individuals on campus to assist the Student Life Office in planning and providing this Leadership Workshop Series.

Strategy:	Expand Volunteerism Program to Better Meet the Needs of the Students and the Communities Served	
Unit Objective:	A.1: Improve the experience of students through quality teaching and learning	
Requestor:	Valerie Lynch	

Description: Student Life will build on the existing volunteerism program by providing "packaged" volunteer opportunities. Student Life will collaborate with Academic Services to seek advice on potential volunteer opportunities that could tie to the curriculum. Students will be given options of specific hour requirements and locations in order to earn a credential on their transcript. For example, students who choose to volunteer for the Special Olympics as a Friend for the Day and maybe complete one other related activity would earn the credential.

Strategy:	Better Beginnings: Improving the Book Pick Up Process for Students	
Unit Objective:	A.1: Improve the experience of students through quality teaching and learning	
Requestor:	Chris Kramer & Scott Drone-Silvers	

Description: Give students information, service and ease of obtaining their courses materials for the fall semester by beginning the book pick up process in the Learning Resource Center. By using this central location students are introduced to the LRC and all it can provide. They can obtain their student ID as well as a Library Card. Students have access to all library materials, refreshments, assistance from ISS and LRC as well as Accounting within the building.

Strategy:	Implement Intermediate Wayfinding Solutions	
Unit Objective:	S.1: Implement new branding and marketing strategies to further student engagement	
Requestor:	Kelly Allee	
Description: There are some simple solutions we can implement throughout campus while the committee addresses the overall campus wayfinding initiative. We will also begin using the Laker prints to guide people to specific locations.		

Strategy:	Introduce and Integrate New Laker Mascot into Campus and Community Events	
Unit Objective:	S.1: Implement new branding and marketing strategies to further student engagement	
Requestor:	Kelly Allee, Lisa Shumard-Shelton, Valerie Lynch, Bill Jackson	
Description: Develop guidelines, physical mascot costume, and duck prints that will all be used to introduce the Laker mascot into the college community and district communities.		

Strategy:	Sharing Student Success Stories	
Unit Objective:	S.1: Implement new branding and marketing strategies to further student engagement	
Requestor:	Tina Stovall	
Description: Develop means for collecting and sharing student success stories across the college. Some may also be highlighted in college publications.		

Strategy:	Consistently Implement New Lake Land College Brand in All Communications	
Unit Objective:	S.1: Implement new branding and marketing strategies to further student engagement	
Requestor:	Tina Stovall	
Description: All SSLT leaders will work with staff from Marketing and Publications to update all marketing and communications pieces to consistently represent the Lake Land College brand.		

Strategy:	Walking Billboards: Building Branding Awareness Through T-shirts	
Unit Objective:	S.1: Implement new branding and marketing strategies to further student engagement	
Requestor:	Lisa Shumard-Shelton	
Description: Who: Admissions staff. All Lake Land College employees have access to t-shirts for recruitment purposes. As part of an outreach campaign and coordinated recruiting effort, the college purchases t-shirts in bulk that will be used exclusively for recruitment. The shirts' usage by employees will be a structured recruitment plan. The shirts will help to build brand awareness of our new logo and mascot as we need to be highly visible. Implementing a large scale effort to disseminate t-shirts with new Lake Land mascot and branding will give widespread integration of our new branding. In addition to building branding awareness, the t-shirts will be an excellent recruitment tool. The recruitment plan is as follows. The shirts will be housed in admissions and used for two overall purposes. Purpose 1 - The shirts will be used during the college's premier recruitment event - Career Day - as incentive for students to attend and take part in the event activities. Purpose 2 - The shirts will be used throughout the year for exclusive recruitment activities. Employees could request a shirt to be used as a give-a-way if there is opportunity for one-on-one recruitment of a student. Begin on Career Day on October 6, 2015.		

Strategy:	Update College Website
Unit Objective:	S.1: Implement new branding and marketing strategies to further student engagement
Requestor:	Tina Stovall
Description: MPR and ISS staff will work with consultant, SEM Geeks, to update college website utilizing a new content management system.	

Strategy:	Create Standard Informational Packets for Potential and Admitted Students
Unit Objective:	S.1: Implement new branding and marketing strategies to further student engagement
Requestor:	Kelly Allee & Lisa Shumard-Shelton
Description: We would like to create consistent, uniform packets for students who come to campus for a visit or request more information from the website. In addition, we would like to expand our communication response to students who are admitted to the college by moving from a single acceptance letter to an admissions packet that consists of a colorful envelope, the acceptance letter, a nice "what to do next" piece and a small gift such as a pennant or window cling with the new mascot.	

Strategy:	Formalize Curriculum and Assessment	
Unit Objective:	A .1: Improve the experience of students through quality teaching and learning	
Requestor:	Tina Moore	
Description: Career Services works diligently to collaborate with faculty across the college and develop specific, specialized curriculum to meet the needs of students and graduates in multiple industries. This strategy is designed to formalize the curriculum through documented learning outcomes and processes and formalize the assessment process to ensure the desired outcomes are being met.		

Strategy:	Dental Hygiene Enrichment Labs	
Unit Objective:	A.1: Improve the experience of students through quality teaching and learning	
Requestor:	Debborah Thomason	
Description: Provide additional, faculty supported, learning opportunities for Dental Hygiene students outside of the classroom. Students needing one on one assistance/remediation will be offered access to additional skill development/learning opportunities from part time faculty. 2-3 hours per week will be scheduled as open labs.		

Strategy:	Implement an "Honors Experience"	
Unit Objective:	A.1: Improve the experience of students through quality teaching and learning	
Requestor:	Tina Stovall & Deb Hutti	
Description: Bring together the Presidential Scholars, Phi Theta Kappa and Honors programs to create an "Honors Experience".		

Strategy:	Implement Way Finding System of Signs and Other Visual Devices for the College	
Unit Objective:	B.1: Improve campus way finding	
Requestor:	Mike Kasdorf	
Description: Who: Facilities (Lead), Faculty, (academic's input), CCS (branding), Student Life (Student Input), various staff (Staff input). How: Research current similar, available installations. Investigate the cost and feasibility. Involve above groups/people to determine if project requires a consultant/Bid process. Develop concept. Field test. Implement.		

Strategy:	Expanded Partnerships with Critical Social Services Agencies	
Unit Objective:	S.1: Collaborate with community agencies to provide support for students beyond college service	
Requestor:	Tina Stovall	
Description: Expand partnerships with community agencies to enhance critical services for students. The initiative will focus on three agencies: Foodbanks, Life Links and Sexual Assault Counseling and Information Center (SACIS).		

Strategy:	Incorporate Community Support for Students	
Unit Objective:	S.1: Collaborate with community agencies to provide support for students beyond college service	
Requestor:	Lori Ohnesorge, Casey Harley, Julie Gosnell, Molly Myracle, Kim Manion	
Description: Collaborate with community and Lake Land College programs and services to address barriers to post-secondary education. This will involve seeking out social service directories for our areas, and creating a directory of other businesses and organizations that provide a service to pre-college students. This list will be used as a resource to collaborate services to these students (YMCA services, financial literacy education at area banks, transportation resources, etc.).		

Strategy:	Student Transition	
Unit Objective:	A.1: Improve retention, persistence, and completion	
Requestor:	Leslie DeVore	
Description: Adult education staff will integrate transition activities into all adult education programming. This will include the addition of a new career class, resume assistance, and post-secondary recruitment activities in all adult ed classes. Adult education staff will work with students to create a transistion plan.		

Strategy:	Create a Dedicated Math & Science Learning Lab for the Math & Science Division	
Unit Objective:	A.1: Improve retention, persistence, and completion	
Requestor:	Tonia Duncum & Ike Nwosu	
Description: The division will create a math and science lab dedicated to helping students of the math and science division.		

Strategy:	Develop a Course Schedule Task Force	
Unit Objective:	A.1: Improve retention, persistence, and completion	
Requestor:	Jim Hull	
Description: The purpose of this task force will be to define scheduling needs and recommend appropriate software technology needed to develop a more consistent scheduling process that recognizes the interdependency between departmental course needs and offerings. They will also utilize data to review and evaluate our current scheduling process, recommending changes and improvements necessary to create a streamlined, relevant and efficient scheduling process that keeps students needs as the priority.		

Strategy:	Finish What You Started Campaign	
Unit Objective:	A.1: Improve retention, persistence, and completion	
Requestor:	Business Division	
Description: Every two years, our division plans to request a database of business majors who have started, but not finished, degrees and certificates and actively market to them to complete their degrees/certificates.		

Strategy:	Improve Class Scheduling	
Unit Objective:	A.1: Improve retention, persistence, and completion	
Requestor:	Charles Jarrell	

Description: As a division, we are going to work as a team to develop a student friendly class offerings schedule. With the decrease in enrollment, the need to strategically schedule classes has never been more important. With the collaboration of the entire division, this will lend extra eyes and minds about how to best serve our students. The goal will be to make a student friendly schedule. By working together, we will have a collegial by-in to the process on what is best for students.

Strategy:	Increase Employer and John Deere Involvement in the Education Process	
Unit Objective:	A.1: Improve retention, persistence, and completion	
Requestor:	Allen Drake	

Description: Attend meetings with the John Deere field staff with the idea of helping them to better understand the challenges of our students and to request more involvement from the field staff. Deere & Co. field people are constantly changing jobs from level to level and also different locations. This will have to be an on-going effort. Meet with more John Deere dealership personnel to help them better understand the necessity of keeping in touch with their students throughout the entire education process.

Strategy:	Pre-Veterinary Medicine Boot Camp	
Unit Objective:	A.1: Improve retention, persistence, and completion	
Requestor:	Maria Boerngen	

Description: This would be a one-day "boot camp" for incoming LLC students who have selected AS.PVET as their major. It will include information about the academic rigor and expectations for success in this course of study, career planning guidance, and speakers from the UIUC College of Veterinary Medicine and local veterinarians. Students will also be provided with alternative majors and career paths related to their interest in animals.

Strategy:	Renewal of Plagiarism Detection Software (Turnitin)	
Unit Objective:	A.1: Improve retention, persistence, and completion	
Requestor:	Plagiarism Detection System Task Force	

Description: In August 2014, Turnitin (plagiarism detection Software Company utilized by the College) contacted the Center for Technology and Professional Development and indicated the College would not be able to purchase a departmental license and would now have to purchase a campus license based on the College's FTE according to the National Center for Education Statistics (http://nces.ed.gov/ipeds/datacenter!). The license increased from $6,590 to S 10,315 (57%). After speaking with Lee Spaniol, Director of Information Systems and Services and with the Fall 2014 semester beginning, it was decided to pay the renewal fee for this academic year. A task force was created to determine if the cost of the software compared to the utilization of the software by Lake Land faculty warrants a campus license from Turnitin or if alternative plagiarism software at a lower cost could be found. The Plagiarism Detection System Task Force was created in the Spring of 2015. The charge of the task force was to:

- Gather information from campus constituencies and determine the need to continue utilizing plagiarism software and reasons for or against continuing the plagiarism detection license.
- Determine if there is a viable alternative solution to Turnitin.
- Make recommendations to the Cabinet regarding plagiarism detection software.
- The Task Force would like to recommend the College continue to use the Turnitin software, allowing for integration with the Canvas learning management system for a period of three (3) years. After three (3) years the College should conduct another needs analysis and determine if faculty usage has increased.

The task force would also like to recommend the following strategies be used to increase usage of Turnitin:

- Integration with Canvas.
- Though an added cost to the already increasing license fee, the Task Force determined that integration with the College's learning management system will more than likely increase use by instructors. This has been seen with other institutions and is recommended byTurnitin.
- Integration also relieves the student from the burden of first learning Canvas and then learning the Turnitin system. Requiring students to learn both systems at the beginning of a semester can be overwhelming, especially to those students who have little experience with academic technology.
- Request the new dual credit director encourage high school instructors to utilize the College's learning management system and Turnitin systems to increase awareness of plagiarism mistakes and prevent high school students from entering higher education lacking the skills needed to write at this level.
- The Center for Technology and Professional Development should explore ways to utilize Turnitin in other courses. For example, Turnitin could be used in Strategies for Success courses to educate students on preventing plagiarism.
- The Center for Technology and Professional Development should implement more workshops on using Turnitin including other alternative assignment formats.

Strategy:	Instructor's Round Table for ENG120	
Unit Objective:	A.1: Improve retention, persistence, and completion	
Requestor:	English Faculty	

Description: Full time, adjunct, and dual credit instructors for ENG 120 (Composition I) will meet twice each semester to share ideas for assignments and best practices in the classroom. Other topics may include appropriate student interventions, review of textbooks and course materials, and course assessment processes and results. Since funding for conference travel is increasingly limited, the round table will allow the College to maximize its investment of travel funds for ENG 120 faculty. Travel under the umbrella of English Studies could be tied to an understanding that conference attendees will present their findings at the next round table meeting.

Strategy:	Measure WIOA Performance Outcomes	
Unit Objective:	B.1: Meet WIA performance rates for employment, retention and earnings	
Requestor:	Gerry Schlechte	

Description:
    Who: Workforce Investment, CEFS.
    What: Gather data - Publish Key Metrics and Performance Management reports.

Strategy:	Create a Bridge from High School to College Including Connection to TRiO SSS	
Unit Objective:	S.1: Promote completion in 100% time	
Requestor:	Lori Ohnesorge	

Description: Support the transition from the eight TRiO DC high schools to college. For example, we plan to pick senior students up from their school and transport them to orientation and Laker Visit Days. We also plan to provide personal assistance to students with extenuating circumstances/barriers, including transportation, academic advice, guidance to Lake Land counseling/financial aid/TRiO SSS appointments, etc. Last, we plan to hold an annual fun, but informative event for all TRiO DC (low-income, potential first generation) students who plan to attend LLC, providing college prep information, tour of campus, personal assistance completing the TRiO SSS application and fun campus events. We would also like to provide them a small college prep supply kit that promotes Lake Land College.

Strategy:	Increase Personal Education Planning for Students	
Unit Objective:	S.1: Promote completion in 100% time	
Requestor:	Krista Burrell	

Description: Increase the number of students who prepare for advisement, including the completion of a Personal Education Plan.

Strategy:	Ensure Appropriateness and Usefulness of Information Presented to New Student During Orientation	
Unit Objective:	S.1: Promote completion in 100% time	
Requestor:	Heather Nohren	
Description: I would like to add an online assessment for online orientation via canvas. An online assessment would allow us to track the number of students participating, evaluate the information that is presented and determine how well the information that is presented is retained by students. Orientation is an important tool with student retention. Having the ability to track student participation and evaluate content presented will allow us to continuously evaluate, revise and improve the program.		

Strategy:	Implement a "Full Time Is" Campaign	
Unit Objective:	S.1: Promote completion in 100% time	
Requestor:	Tina Stovall	
Description: Implement a campaign to inform students about requirements to complete an associate degree "on-time" in two years.		

Strategy:	Implement Advising-Focused Staff Development	
Unit Objective:	S.1: Promote completion in 100% time	
Requestor:	Krista Burrell & Dave Seiler	
Description: In April 2015, The college invested in 12 faculty advisors to attend a regional National Academic Advising Association (NACADA) conference during our two day Staff Development. Faculty would like to share what they learned in relationship to RPC. Opening Day fall 2015 and spring 2016 are great opportunities for this exchange of information. Krista Burrell and Dave Seiler met with Dr. Bullock to review sessions attended and we have narrowed down the topics to those that everyone can relate to. The Employee Development Committee will be working with the NACADA faculty to development a plan for who will present and assignment of work.		

Strategy:	Encourage Early Transcript Evaluations for Students	
Unit Objective:	S.1: Promote completion in 100% time	
Requestor:	Jon Van Dyke	
Description: Encourage students to have their university/college transcripts evaluated earlier to improve successful transferability of credits to Lake Land College.		

Strategy:	Decrease Withdrawals of Student Athletes	
Unit Objective:	S.2: Decrease student withdrawals	
Requestor:	Bill Jackson	
Description: Research, develop and implement plan to monitor and manage student athlete enrollment to ensure successful completion of at least 12 credit hours each semester.		

Strategy:	TRiO SSS Student Testimonials	
Unit Objective:	S.2: Decrease student withdrawals	
Requestor:	Marko Mohlenhoff	
Description:		
Description: New TRiO participants will read/view student testimonials from demographically similar students to learn that students like them belong in college and can succeed in earning a degree. Through these shared narratives new participants will also learn successful non-cognitive coping strategies. New participants will also be asked to document their own narrative for purposes of future reflection, motivation, and to strengthen their confidence and academic performance. Such narratives may in turn be requested for use with new participants in the TRiO program. Strategy leader/Strategy Team: TRiO staff. Roles of each team member: To be determined. Specific activities of strategy: Identify and select alumni/sophomore subjects for testimonials. Record testimonials. Prepare testimonials for online viewing. Solicit testimonials from new participants. Measure number and percentage of students who continued enrollment or were awarded a degree or certificate each semester from one program year to the next.		

Strategy:	Enhance Communication and Intervention for Students through Improving Academic Standing Process Enforcement	
Unit Objective:	S.2: Decrease student withdrawals	
Requestor:	Jennifer Melton & Andrea Bright	
Description: In an attempt to be more in line with our Academic Standards Policy, we would like to investigating implementing a block to require students who have already registered for a subsequent term but fall onto Academic Probation (PRO) or Good Standing Warning (GOWA) to enroll for the mandatory Strategies for Success (SFS) 101 course. The current registration rule which catches PRO and GOWA students at the time of registration does not work to catch this subset of students who have registered prior to earning PRO or GOWA status.		

Strategy:	Why Do Student Withdraw From All Courses	
Unit Objective:	S.2: Decrease student withdrawals	
Requestor:	Lynn Breer	
Description: Develop an electronic survey of about five questions for students who withdraw from all their courses in a semester. My goal is to identify the main and other reasons students withdraw from courses. If we obtain a better understanding of why students withdraw from all courses as well as when we may be able to develop strategies to identify and help these students complete their educational goals. This process will involve working with Admissions, ISS, Counseling and faculty.		

Strategy:	Increase Student Athlete Completion	
Unit Objective:	S.2: Decrease student withdrawals	
Requestor:	Bryan Burrell	
Description: Identify strategies that the Counselor to Student Athletes will implement to increase completion, starting with requiring advisement for withdrawals.		

Strategy:	Implement Financial Aid Self-Service Module in Colleague	
Unit Objective:	S.2: Decrease student withdrawals	
Requestor:	Paula Carpenter	
Description: We will implement the Financial Aid Self-Service module in Colleague, which provides online guidance and interactions to help students navigate the Financial Aid process. It streamlines and simplifies the process using a personalized, interactive checklist as a launch pad to complete Financial Aid requirements. Who: Financial Aid, ISS. What is the plan / How: Review Colleague set-up documentation once it is approved in the budget. Consider customization based on specific requirements at Lake Land College. Complete set-up and testing within Colleague. Pilot test. Implement.		

Strategy:	TRiO SSS Noel Levitz College Student Inventory and Intrusive Advising	
Unit Objective:	S.2: Decrease student withdrawals	
Requestor:	Marko Mohlenhoff	
Description: The Noel-Levitz College Student Inventory will be administered to new program participants during their orientation. The resulting customized report will be used in conjunction with other program assessments to target students' greatest service needs. Strategy Leader: Amory Porter. Strategy Team: TRiO Staff. Roles of each team member: To be determined. Specific activities of strategy: SP-SU 2015: Implement administration of NLCSI to new participants. 2015-2016: Develop and implement communication campaign for intrusive advising.		

Strategy:	Explore Opportunities to Improve the Complete Withdrawal Process	
Unit Objective:	S.2: Decrease student withdrawals	
Requestor:	Paula Carpenter	

Description: We will discuss and review the withdrawal process for students to determine if a better system exists to provide information and intervention to students who are considering a complete withdrawal from the college. Who: Financial Aid, Admissions & Records, Counseling, Accounting, ISS. What is the plan / How: Review current process and challenges. Research new ways to communicate information and implications prior to total withdrawal. Discuss if we should continue allowing students to withdraw completely on their own. Develop new system, if desired. Pilot test. Implement.

Strategy:	Keeping Students On-Track with Career Cruising	
Unit Objective:	S.2: Decrease student withdrawals	
Requestor:	Lisa Dittamore	

Description: Who: Career Services   How: Increasing the use of Career Cruising to improve retention, persistence and completion. We will promote the program by offering staff development sessions for faculty and also offer to make classroom visits to facilitate.

Strategy:	Rename/Refocus LAC to Align Tutoring and Other Services to Promote Academic Success	
Unit Objective:	S.2: Decrease student withdrawals	
Requestor:	Karla Miller	

Description: Who: ISS, IR, CCS, Student Life
What is the plan/How: Rename Learning Assistance Center. Promote tutoring services by communicating to students through our social media, Monthly Stall, classroom visits, etc. Research and implement swipe card tutor tracking software system in order to create data that tracks student progress in order to develop success initiatives. Swipe card tutor tracking system would improve efficiency and provide opportunities to assist students in new ways. Explore ways to implement online tutoring and live chat.

Strategy:	Business and Computer Contest	
Unit Objective:	A.1: Pursue new and innovative partnering opportunities	
Requestor:	Business Division	
Description: The Business Division hosts an annual Business and Computer Contest inviting all area high schools to attend and bring seven students to compete in contest events.		

Strategy:	CNC Machine Tools	
Unit Objective:	A.1: Pursue new and innovative partnering opportunities	
Requestor:	Joseph Tillman	
Description: The purchase of two modern CNC lathes and two CNC mills for use in the CIM and MTI programs. This will assist in meeting the training needs of several manufacturers in the area.		

Strategy:	Douglas County Public Health Rotation	
Unit Objective:	A.1: Pursue new and innovative partnering opportunities	
Requestor:	Debbie Thomason	
Description: Dental Hygiene students will perform dental hygiene treatment to patients at the Douglas County Public Health Department. This opportunity will occur throughout each semester as a required clinical rotation. One or two students will be sent each week for an afternoon of clinic experience.		

Strategy:	Machine Tools for Introductory MTT Classes	
Unit Objective:	A.1: Pursue new and innovative partnering opportunities	
Requestor:	Joseph Tillman	
Description: The purchase of two modern CNC lathes and two CNC mills for use in the CIM and MTI programs. This will assist in meeting the training needs of several manufacturers in the area.		

Strategy:	Potential Employers in Horticulture Industry of SOE (internship) and Employment Opportunities	
Unit Objective:	A.1: Pursue new and innovative partnering opportunities	
Requestor:	Dyke Barkley	

Description: Create a collection of potential horticulture employers for students of Lake Land College. The information would include contact information, type of horticulture business and physical location and possibly information/recommendations from past students. This list would be different than a collection of present job openings. The horticulture industry is much more fragmented and weather dependent. Employers have job opportunities that quickly change with the season, weather and personality of individual student. The strategy lead would be the Horticulture Program advisor. Currently, a partial list of horticulture businesses is kept by the Instructor, but not in an official, easily accessed method.

Strategy:	Alumni Connections with Business	
Unit Objective:	A.1: Pursue new and innovative partnering opportunities	
Requestor:	Kelly Allee	

Description: As we interview successful alumni we will be sharing how we use the information with their employers. The purpose is to offer the employers the opportunity to share this information in employee newsletters or industry publications which in turn garners additional publicity for Lake Land College. We will also pursue the "We hire Lake Land graduates" banner campaign.

Strategy:	Track WIOA Community, Business, Education Partnerships and Contacts	
Unit Objective:	B.1: Increase WIA partnerships with community, business and education	
Requestor:	Gerry Schlechte	

Description: Who: Workforce Investment, CEFS, VP of Business Services. What: Determine information desired. Create database. Develop data gathering process. Create data sharing report. Implement.

Strategy:	"Community Connections" Portal via the Office of the President's Webpage	
Unit Objective:	P.1: Actively engage local leaders and legislators in the support of new and existing partnerships	
Requestor:	Jean Anne Grunloh	

Description: Develop a new set of web pages for the Office of the President to offer an interactive format and enable increased, streamlined communication with legislators, area leaders and community, business and education partners. Once the web pages are active, solicit legislators and area leaders to voluntarily register to receive electronic communications ("Community Connections") from the President's Office. Commit to continual updates for the Office of the President to provide timely, pertinent information such as a "President's Report to the Community". Provide links to the Board of Trustees, Foundation, Alumni Association, ECIDC, and current events of the College. Finally, ensure the new web pages provide legislators and community partners with descriptive roles of various College leaders and links to easily submit e-mail communications and requests to the Office of the President, members of the Cabinet, and leaders with the Foundation and Alumni Association.

Strategy:	Create Marketing Plans That Ensure Touch Points with High School Students in Each Year of Their High School Career	
Unit Objective:	S.1: Collaborate with high schools to help students successfully transition to the College	
Requestor:	Kelly Allee & Lisa Shumard-Shelton	

Description: Create specific ways to reach out to students in each year of their high school career.

Strategy:	Increase Information Sharing Between the Office of Student Accommodations and High School Students	
Unit Objective:	S.1: Collaborate with high schools to help students successfully transition to the College	
Requestor:	Andrew Gaines	

Description: Host a transition night/day (depending on feedback from districts) to cover application for and dissemination of student accommodations at Lake Land College and provide information of other services relevant to the students with disabilities.

Strategy:	Develop Career Pathway Models to be Used by Others in LLC	
Unit Objective:	S.1: Collaborate with high schools to help students successfully transition to the College	
Requestor:	Lori Ohnesorge	
Description: Create a visual Career Pathway Tool. Partner with an area organization to define various careers with income levels. Careers will be organized into the same career clusters defined in the Lake Land College catalog. An educational pathway, utilizing LLC programs, will be created for each career. The end result will represent an area organization with careers listed in different clusters and a visual path of how a secondary student could reach each career in the organizations.		

Strategy:	Develop an Outreach Campaign to Those People in the District Who Do Not Have Library Services	
Unit Objective:	S.2: Pursue new and innovative ways to inform nontraditional students about Lake Land College	
Requestor:	Kelly Allee	
Description: Develop a plan to market the library's services to those who live outside a library taxing district.		

Strategy:	Fully Implement Director of Community Outreach Position and Establish a Plan for Adult and Community Recruitment	
Unit Objective:	S.2: Pursue new and innovative ways to inform nontraditional students about Lake Land College	
Requestor:	Jon Van Dyke	
Description: The Director of Community Outreach position was developed to concentrate specific recruitment efforts on prospective adult students and outreach through community activities.		

Strategy:	Department of Corrections Re-Entry Summits Recruitment Plan	
Unit Objective:	S.2: Pursue new and innovative ways to inform nontraditional students about Lake Land College	
Requestor:	Lisa Shumard-Shelton	
Description: Re-entry summits are designed to assist inmates with opportunities available to them to be successful upon release. Many Illinois inmates are current Lake Land College students who have received coursework during their time in incarceration. The college wishes to attend all re-entry summits in the state where we teach courses and meet with inmates to educate them about their student records and help them obtain information from the college and pursue additional coursework or training.		

Strategy:	Collaborate with CEFS to Implement Rapid Response	
Unit Objective:	S.2: Pursue new and innovative ways to inform nontraditional students about Lake Land College	
Requestor:	Admissions and Records	

Description: When a business or facility closes, employees losing their jobs often times wish to receive information about educational opportunities. We plan to partner with CEFS to better serve these people by having a Liaison to the events (called Rapid Response) through the Communty Outreach Director. The director will attend these events and provide relevant and targeted marketing materials.

Strategy:	Support Model for New Non-Traditional Education and Training Opportunities	
Unit Objective:	S.1: Implement models to respond to non-traditional educational opportunities	
Requestor:	Tina Stovall	
Description: Collaborate with Academic Services to develop model for planning and supporting new non-traditional education and training opportunities.		

Strategy:	Lake Land College Faculty Academy	
Unit Objective:	S.1: Implement models to respond to non-traditional educational opportunities	
Requestor:	Steve Garren	

Description: In an effort to advance educational technology, instructional pedagogy, the use of student support systems and various other missions of the College, the Faculty Academy is a system for obtaining professional development credit that can be earned through various staff development opportunities at the College during summer months. These credits need to be transcriptable and can be used for a $1800 stipend based on five hours/day, Monday -Thursday for three (3) weeks for a total of 60 hours completed. The number of academies offered per summer would be limited to one. The first year of the Academy would be limited to ten (10) faculty members with the ability to increase capacity for subsequent summers at the College's discretion. The Director of Learning Technologies will lead the creation of the Academy with the help of staff from the CTPD and the members of the Employee Development Committee (EDC). The EDC will help in the formation of a needs assessment so that professional development is beneficial and timely. Additionally various faculty and staff members as well as external facilitators will be asked to facilitate faculty development activities at the normal facilitator pay ($50/hour) and requirements to prevent double-dipping. Topics can include:

- Academic Assessment - This summer session will include an introduction to classroom assessment techniques, overview of academic assessment at the College, steps in the academic assessment process, and better use of assessment results to increase learning.

- Using Open Educational Resources - Participants this summer will explore the use of open educational resources found on the Internet. Topics covered will include a variety of free educational platforms, effectively using open educational materials, developing lessons around open educational resources, and the pros and cons of open educational resources.

- Online Teaching: Design and Pedagogy - Designed to support faculty in discovering, sharing and applying best practices in teaching and learning in an online environment. This summer session will prepare faculty (both new and established) for teaching in the online environment, utilizing the current learning management system with additional focus on online course engagement, content creation and delivery, and course design and management. Participants will be introduced to online learning initiatives such as the Illinois Online Network's (ION) Making the Virtual Classroom a Reality (MVCR) courses.

- Student Resources at Lake Land College - This summer session will provide participants with an in-depth view of the resources provided to students at Lake Land College. Go behind the scenes ofTRIO, Counseling Services, Financial Aid, Tutoring and other resources provided by the College to get a better understanding of the different types of students served.

Strategy:	Career Success Video Training Series	
Unit Objective:	S.2: Develop student-centered solutions for class planning	
Requestor:	Tina Moore	
Description: Preferred learning methodologies continue to evolve and Career Services needs to evolve also. Many people prefer to watch videos online to learn new information and there is an opportunity to provide career development and success information in video format. The plan is to use Camtasia to develop short, five-seven minute videos that explain how to develop application materials. These videos will be available to students on the Career Services website and can be viewed as many times as desired.		

Strategy:	Create of 2+2 Agreement with SIU-C College of Agricultural Sciences	
Unit Objective:	A.2: Create new and innovative transfer opportunities	
Requestor:	Jon Althaus	
Description: The Lake Land College Agriculture Division will work collaboratively with representatives of SIUC-COAS to create a 2+2 transfer agreement for Lake Land students in Agriculture AAS programs. These programs would include: Agriculture Business & Supply, Agriculture Production & Management, Ag Power Technology, Horticulture and John Deere Tech.		

Strategy:	Improve Availability of Transfer Information to Students	
Unit Objective:	S.1: Assist students with transfer and career pathway options	
Requestor:	Jane Cox & Kellie Keck	
Description: Create electronic transfer web page, complete with checklists for counselors, advisors, and students to access. The page will be located inside the counseling services web page.		

Strategy:	Bachelor's Degree Completion Pathways for ALS (Liberal Studies)	
Unit Objective:	S.1: Assist students with transfer and career pathway options	
Requestor:	Emily Hartke	
Description: Increase availability of easy-to-use information regarding transfer process for ALS students to Adult Degree Completion programs through the development of transfer checklists/guides to three-five specific completion programs with the intention of increasing the number of ALS students continuing their education beyond the associates degree.		

Strategy:	Employer Survey	
Unit Objective:	S.1: Assist students with transfer and career pathway options	
Requestor:	Lynn Breer	
Description: One of the KPIs for Goal 2 is to develop and administer an employer survey to determine how satisfied employers are with Lake Land College graduates and identify any skills that need to be enhanced during their education. The survey will also identify current and future skill/training needs for employees as well as an estimated number of new and replacement positions over the next three years. The survey will be administered annually to all employers participating in program advisory councils. To keep the cost and resources needed for the survey low, it will be administered via e-mail and data will be collected via survey monkey.		

Strategy:	Use Assessment Data to Boost Donations	
Unit Objective:	A.1: Seek innovative funding sources	
Requestor:	Lisa Madlem	

Description: This strategy is two-fold: 1) making assessment data results transparent for the purpose of boosting donations (G3, 3.1 A.1); and 2) obtaining data that will contribute to the Dove Preparedness Index (DPI) in order to prepare the college for a capital campaign (G 3, 3.1, P.1 .) The Professional Development & Assessment Facilitator (PDAF) will work with the College Advancement Department using assessment data to boost donations for Lake Land College. Fundraising is the process of developing relationships and getting to know current and potential donors, getting to know his/her interests, and trying to match those interests with institutional needs. Assessment data can help donors decide which initiatives to fund by: making assessment data transparent, showing what the college is doing with the results, and the differences being made for our students. According to the National Institute for Learning Outcomes Assessment (NILOA), "transparency is making meaningful, understandable information about student learning and institutional performance readily available to internal and external audiences. Information is meaningful and understandable when it is contextualized and tied to institutional goals for student learning. Meaningful information may include disaggregated results, by major field …" Quantitative and/or qualitative data will be used for this strategy. The PDAF will provide assessment data results and examples for the Executive Director of College Advancement (EDCA.) Assessment results will be compiled into a postcard/brochure (for example- Ten Talking Points of Assessment Data). Additionally, assessment result materials can be targeted to specific academic divisions (as suggested by NILOA) that potential donors are interested in giving. The above strategy will assist in the readiness for a capital campaign at Lake Land College. The fourth measure in the DPI is, "a written document that makes a compelling case for supporting the campaign." Making assessment data transparent will provide evidence that students at Lake Land College are learning thus strengthening the overall DPI score for the College. If proven successful, this strategy can be translated to other efforts including fundraising specific to divisions, technology needs, recruiting efforts, etc.

Strategy:	Analyze and Implement Enhancements to Annual Giving Program	
Unit Objective:	P.1: Increase institutional readiness for a capital campaign to raise financial resources in support of the student learning experience	
Requestor:	Jackie Joines	

Description: The College Advancement staff implemented a formal Annual Giving Program in FY15. An analysis of those efforts will be conducted during FY16 and areas for improvements and enhancements identified. This information will help develop a plan for future fiscal years.

Strategy:	Implement CRM Software
Unit Objective:	S.1: Implement Customer Relations Management software to provide quality communication with potential students and applicants
Requestor:	Jon Van Dyke	

Description: Many universities and some colleges use a customer relations management software to communicate and track all communications with prospective students. At Lake Land College this is a manual process that requires several hours of staff time. In order to better serve prospective students, and increase the ease and efficiency of communicating to prospects, the staff would like to implement a CRM software to assist with the processes.

Strategy:	On-Going Safety Training at DOCs	
Unit Objective:	B.1: Provide a safe work environment	
Requestor:	Business Services	

Description: Work with our Associate Deans and Site Directors at each DOC site to provide on-going safety training to their employees at their monthly staff meetings. Lake Land has multiple tools available for use by the Associate Deans and Site Directors including SafeColleges, IPRF videos, and additional online IPRF trainings.

Strategy:	Formalize Job Orientation in Physical Plant and Printshop	
Unit Objective:	B.1: Provide a safe work environment	
Requestor:	Business Services	

Description: This strategy involves outlining all the job duties, safety awareness and policies that all new employees in the Physical Plant and the Print shop would need to be trained or given orientation to in their first week of employment. This would be a formalized process and documented by their supervisor or those responsible for the orientation to ensure that steps are not missed and that new employees are not allowed to complete tasks in which they are not trained (i.e. equipment orientation, proper PPE for each job duty, read over safety policies and procedures, etc).

Strategy:	Reevaluate Safety Committee Usage	
Unit Objective:	B.1: Provide a safe work environment	
Requestor:	Business Services	

Description: The safety committee will revitalize their purpose. Currently the committee meets a couple of times a month to do an overview of claims, does building audits, and decides on the use of grant funds. The safety committee (with some additional personnel) would now have an established time once a month to review new accidents (whether or not they turn into claims) step-by-step. The committee would determine if there are procedural changes that could be recommended to the appropriate area.

Strategy:	Safe College Training	
Unit Objective:	B.1: Provide a safe work environment	
Requestor:	Dawn Schlechte & Andrea Imes	

Description: Human Resources will provide appropriate and timely training for all current and new college employees to ensure the safety, health and welfare of campus employees, students and the community. Training will consist of safety and workplace training as well as mandated trainings as required by law.

Strategy:	Provide Needed Technology and Related Support Services to Aid Instructors and Students in Attainment of Their Goals	
Unit Objective:	B.2: Provide exceptional service to support technology needs to ensure a student-centered culture	
Requestor:	Lee Spaniol	
Description: Working with Division Chairs and specific instructors to identify the technology needs to support their curriculum. Provide for those needs and provide technology support services to maintain the technology deployed to fulfill those needs.		

Strategy:	Development of a 5 Year Budget Plan	
Unit Objective:	B.3: Develop and manage a five-year budget plan tied to the strategic plan	
Requestor:	Madge Shoot	
Description: We will develop a five year rolling budget in order to better plan for and meet the financial needs of the college.		

Strategy:	Redesign College-wide Committee Structure	
Unit Objective:	P.1: Improve internal communication and collaboration	
Requestor:	Josh Bullock	
Description: Work with the Faculty Association leadership, Custodial Association leadership, Paraprofessional Association leadership, support staff and administration to redesign the Lake Land College committee structure to reduce the number of committees, strengthen accountability and be more intentional regarding the purpose of the committees.		

Strategy:	Enhance Relations with Legislators and His/Her Aids to Gain Optimal Legislative Support for Funding and Policy Needs	
Unit Objective:	P.2: Work with area leaders and legislators to ensure strategic capital and operational funding needs are met	
Requestor:	Jean Anne Grunloh	
Description: Actively engage legislators and their aids in discussions, correspondences, and face-to-face meetings on matters related to higher education policy and funding issues. Become a resource for legislators to provide research, data or testimonials as needed in support of education policies that advance the mission of the College.		

Strategy:	Leadership Series Training Offered by CBI to Lake Land Employees	
Unit Objective:	P.3: Invest in staff training in areas of leadership development, quality improvement and customer service	
Requestor:	Jean Anne Grunloh	
Description: Utilize the Leadership Series Training offered through the College's Center for Business and Industry (CBI) to enhance leadership skills of various Lake Land employees.		

Strategy:	Develop Periodic Data Reports for the Math and Science Division	
Unit Objective:	A.1: Improve decision-making processes through the collection and use of data	
Requestor:	Tonia Duncum & Ike Nwosu	

Description: The division will collaborate to identify appropriate metrics and implement their use in future decisions of the division.

Strategy:	Giving Our Patrons a Voice: Using Patron Input to Help Optimize Library Service Offerings	
Unit Objective:	A.1: Improve decision-making processes through the collection and use of data	
Requestor:	Scott Drone-Silvers	

Description: The strategy is designed to utilize survey information obtained through separate questionnaires given to students and faculty/staff concerning both existing services offered by the Library and potential new services not currently offered. Using surveys and potentially focus groups, we intend to gather input on the use and effectiveness of current Library services and to identify activities that we might profitably pursue with new activities or services. Data collected will be used to advise revisions to present services as well. It is intended that the Director will serve as the primary leader of this activity, with other members of the Library staff becoming involved in specific activities as appropriate to their working responsibilities. Depending on the input received, this will primarily affect the Circulation, Reference, and Instructional activities, and staff responsible for those functions will be involved in activities related to evaluating present services and discussions of the potential for implementing new services affecting their areas of responsibility.

Strategy:	Helping Students Succeed and Save Money on Course Materials	
Unit Objective:	B.1: Improve text book rental experience for students	
Requestor:	Chris Kramer	

Description: Chris Kramer will lead this strategy and work through various communication methods to inform students. Audrey Huffmaster will assist by receiving materials and assisting students during book pick up and returns. David Matherly will also assist with receiving materials and serving students. Grant Thurn will run reports and assist with data collection. WinPrism Want Lists will be run daily by Chris with assistance from Grant, to determine where enrollment counts are greater than course materials on shelf. Orders will be placed by Chris, received by Audrey and shelved by David and later sold or rented to students. Communications to students through e-mails, text messages, on-line and phone will take place before and throughout each semester.

Strategy:	Implement Proactive Maintenance Procedures to Maintain Technology	
Unit Objective:	B.2: Maintain technology quality and availability across campus	
Requestor:	Lee Spaniol	
Description: Implement proactive maintenance procedures to maintain technology at all College locations. Identify "classes" of equipment and develop a schedule for proactive maintenance within those classes of equipment.		

Strategy:	Financial Ratios	
Unit Objective:	B.3: Develop and monitor financial metrics to manage costs	
Requestor:	Madge Shoot	
Description: Develop a list of financial ratios to compare Lake Land with other colleges in their Peer Group, other contiguous colleges and other colleges who are similar in number of credit hours served. The average from all of these colleges will also be used as a benchmark for Lake Land.		

Strategy:	Ensuring College Print Costs Remain Minimal	
Unit Objective:	B.4: Mitigate the cost of print services	
Requestor:	Dave Earp & Chris Kramer	
Description: Dave Earp will lead this strategy. The Campus Print Initiative Task Force (Ray Rieck, Lee Spaniol and Chris Kramer) will assist by making budget recommendations. The Print Shop employees will also be advocates for this strategy as they work to keep costs down on a daily basis. Student and staff printing needs are being analyzed by the Task Force. Copiers on campus as well as in the Print Shop are being leased and those leases are being renegotiated for cost savings.		

Strategy:	Assessment Model for Student Services Programs	
Unit Objective:	S.1: Create a standard format for evaluating success of student services initiatives	
Requestor:	Tina Stovall	
Description: Establish assessment model that can be used for assessing existing student services programs and evaluating new initiatives.		