

Keel Pad
M.V.

DRAFT 3/21/00

Northland Pioneer College

OPERATIONAL PLAN, 2000-2001

Vision #1: Access and Success

We will develop creative and effective learning experiences to maximize student access to education and to enhance student achievement.

Access Objectives	Measurement(s)	Responsible Person(s)	Actions Taken	Outcomes
1. Develop and/or identify courses and programs that meet emerging needs and can be offered in flexible time frames (including asynchronous learning methods)	Development of at least six new courses and two new certificate or degree programs that respond to community needs; delivery of at least three more courses via the internet	Doerr		
2. Recruit faculty necessary for expanding instructional schedule	Ads for associate faculty are run on a quarterly basis in local news publications	Doerr/ Simper		
3. Expand use and reach of interactive distance learning system	At least one new interactive television site comes on line; at least two training opportunities provided to improve use of system capabilities	Doerr/ McLane		
4. Develop student-friendly course schedule, including creation of a balanced schedule of course offerings	20% input received from overall student body to a student satisfaction questionnaire for fall semester	Abbey		

Success Objectives	Measurement(s)	Responsible Person(s)	Actions Taken	Outcomes
1. Enhance student access to services, with particular focus on retention of Native American students	Native American students recruited through programming provided at two campuses and three centers; faculty and staff trained to assist in program; mentors designated at campuses and centers	Heilman		
2. Improve environment for testing	Recommendations are implemented at all campuses and centers; evaluation by students & faculty is favorable	Doerr/ McLane		

Vision #2: Service and Cooperation

We will continue to build an organizational culture that prioritizes effective and responsive service to students, and collegial collaboration among employees.

Service Objectives	Measurement(s)	Responsible Person(s)	Actions Taken	Outcomes
1. Expand in-house training activities for both faculty and staff, with a particular focus on customer service	Implement at least two training activities recommended by the ad hoc Committee on Customer Service	Simper		
2. Update system(s), involving student services information	Computer-based degree audit, financial aid processing and admissions tracking in place	Heilman/ McLane		
3. Expand registration opportunities and streamline the registration process	Year-round access to telephone registration in place; staff and student recommendations identified for shortening the registration process	Heilman		
4. Improve customer orientation in college operations		Klewer		

Cooperation Objectives	Measurement(s)	Responsible Person(s)	Actions Taken	Outcomes
1. Explore alternative formats to increase the involvement and participation of faculty, students, and staff in college governance		Passer		
2. Experiment with college activities designed to build greater collegiality among employees		Passer		

Vision #3: Growth/Vitality
We will integrate planned growth and change within our services in response to changes affecting our communities.

Growth Objectives	Measurement(s)	Responsible Person(s)	Actions Taken	Outcomes
1. Expand corporate and community services outreach, including workforce development programs and partnerships and take steps to initiate workforce development center(s) at the college		Passer		
2. Conduct needs analyses for NPC's service area to determine current and emerging education and training needs	Needs analysis is completed through use of general survey and work with community advisory committees; appropriate responses to five most pressing needs are identified	Doerr		

Growth Objectives	Measurement(s)	Responsible Person(s)	Actions Taken	Outcomes
3. Explore possibilities for developing dorms/overnight housing for students in special programs		Klewer		
4. Build on initial partnership arrangements with NAVIT	Two partnered programs are offered in 00/01, with at least two more planned for 01/02	Doerr/ Klewer		
5. Continue progress toward completing various physical facilities, including the White Mountain Campus classroom building, the Polacca Center, the Whiteriver Center, the Painted Desert Campus, and the Health Science Facility at Little Colorado Campus	WMC classroom building and the center at Polacca are occupied successfully; designs are completed and construction begun on the center at Whiteriver and the new building at LCC; progress has been made on improving facilities in Holbrook	Klewer		
Vitality Objectives	Measurement(s)	Responsible Person(s)	Actions Taken	Outcomes
1. Complete the Wide Area Network	At least 90% of college computers are on the WAN	McLane		
2. Seek external funds for NPC projects		Passer		
3. Enhance professional development opportunities for NPC faculty and staff	Quarterly list provided to faculty and staff regarding in-house training opportunities; delivery of at least four college-sponsored professional development events	Doerr/ Simper		

Vision #4: Institutional Effectiveness

We will continue to develop quality learning experiences and organizational processes that meet or exceed the expectations of our students and communities.

Objectives	Measurement(s)	Responsible Person(s)	Actions Taken	Outcomes
1. Review and implement a revised institutional effectiveness model	Effectiveness model is revised and actions taken to integrate the facets of the model	Passer/Doerr/ Heilman/ Klewer		
2. Integrate student tracking data into effectiveness process		Balsley		
3. Implement a revised assessment plan to improve student learning	New plan is implemented with compliance by all departments	Doerr		
4. Implement a revised faculty evaluation process designed to improve faculty effectiveness	New student evaluations forms are utilized; revised process is approved and tested	Doerr		
5. Implement a revised program review process	Revised process is utilized by 100% of departments targeted for program review in 00/01	Doerr		
6. Prepare a strategy and plan for positioning the college to meet future personnel needs	Plan is prepared and approved by Management Council	Simper		
7. Implement responses to address 100% of NCA's concerns		Passer		

Vision #5: Efficiency

We will continue to adopt efficient operational practices to assure that NPC's constituents receive the highest quality services for the lowest possible cost.

Objectives	Measurement(s)	Responsible Person(s)	Actions Taken	Outcomes
1. Develop a method for improving linkage of budget and expenditures to strategic plan		Passer/ Klewer		
2. Examine and document NPC processes for efficiency and effectiveness	At least one process (e.g., Academic Advising) has been analyzed and modified	Doerr/ Heilman/ Klewer/ McLane		

3/21/2000