



Jackson College Strategic Agenda Fiscal Year 2019



“Together we inspire and transform lives.” – Mission of Jackson College

Key Performance Areas	Student Learning	Customer/Stakeholder	Valuing Employees	Leadership	Organizational Sustainability	Continuous Quality Improvement
Lead Advocate(s)	Dr. Kate Thirolf	Jeremy Frew	Cindy Allen/Lee Hampton	Dr. Daniel Phelan & Sara Perkin	Darrell Norris/Jason Valente/Jim Jones	Dr. Daniel Phelan & Sara Perkin
	Jackson College will provide a high quality education in a customer-centered learning environment; as demonstrated through student credential completion, transfer, workforce placement and by competency validation.	Jackson College will provide an exemplary customer service experience in identifying and supporting student, stakeholder, and community needs.	Jackson College employees will demonstrate civility, professionalism and a customer service attitude in all interactions with all persons by providing employees with professional development, commitment to our institutional beliefs, performance accountability, as well as by providing a healthy, safe, and enjoyable work environment.	Jackson College will provide multiple conduits for two-way communication among internal & external audiences, as well as for obtaining input for future direction-setting, and community engagement.	Jackson College will provide responsible stewardship of institutional resources, as well as work to improve its financial performance and fiscal strength.	Jackson College will continue implementing quality-based strategies to maximize efficiencies and resources. Additionally, the College will be and innovative institution of higher education, engaging in routine benchmarking practices and forward-thinking efforts.
Foundation for All Goals and Initiatives = 90/80/70 Retention and Completion						
3 Year Goal(s)	All JC Degrees align with industry recognized credentials or are fully and directly transferable to four-year institutions. Elimination of the equity gap.	Improve customer service experience reporting by 5%. Ensure that all SSN experience reporting remains above 95%. Pace survey reporting for internal customer experiences is at 80%	Annual PACE survey data on associated metrics will improve by 5% per year; External customer appraisals will be at the 80th percentile; Employee performance recognition will include a minimum of 75% of the workforce.	Creation and implementation of a new, innovative and sustainable business model for the College.	Implement a Resource Planning Model, as well as Increase Foundation Support of the College.	Prepare for the next Assurance Filing for institutional Accreditation in 2021. Additionally, increase reliance and utilization of data in planning and decision-making across the College.
18-19 Initiative(s)	Competency Based Education – Continue this work. Competencies and assessments vetted and finalized for all courses. Complete application to HLC for approval to offer CBE programs.	Grow JCEC enrollment to 400 students by winter FY '19. Continue building partnership with the local schools and reprioritize resources to serve this population.	Create and launch our Corporate Social Responsibility plan to use as a strategic advantage in talent acquisition. Introduce 'Team Jackson' concept to employees	Implementation of a New Business Model initiative focusing on the Whole Student. Expand leadership efforts with the Association for Innovation and Transformation (AFIT).	Develop a financial model for instructional programs and all college options in a predictable and sustainable design.	Increase awareness of the employee Innovation Fund and receive 3 submissions. Advance new business model design practices.
	7 Week Semesters – Continue to refine and improve upon 7 week model with full implementation in FY '20 (starting fall 2019).	Fully integrate the PEI program into Student Services, resulting in new opportunities for current and future PEI students. 18-19 year goals: 18,000 BCH and over 700 head count.	Develop expectations of customer service standards and provide extensive professional development for all employees.	Hold Community Breakfast Meetings with targeted audiences including African American and Latino leaders.	Conduct second major gifts campaign.	Re-Establishment of Accreditation Committee and begin evidence gathering.



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	Pathways 2.0 – continue to grow and improve our guided pathways model and strengthen four pillars. Continue embedding industry recognized credentials within curricula.		Develop and train for an intentional Mentoring Program for new employees.		Conduct comprehensive review of scholarship practices.	Implement Baldrige Self Assessments.
			Host a security situation training in which we implement and use ALERTUS.		Consideration given to possible millage	
			NEOGOV fully implemented with evaluations and goal setting training for our administrators.			