



LUZERNE
County Community College

Strategic Plan 2011-2016





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MISSION

Luzerne County Community College provides excellence in education, fosters student success in achievement of goals, and positively impacts Luzerne County and the surrounding Northeastern Pennsylvania region.

Strategic planning is the core of any successful operation, but especially so for higher education institutions, where we must be flexible to meet the changing needs of the workforce and maintain state-of-the-art facilities and equipment to prepare our students for their careers and continued education. Effective planning allows us to identify workforce, technology, academic and related trends, and plan for accommodating those changes with limited funding. Key to the planning process is using data gathered through the assessment of our programs and services, both in terms of student learning and College operations, to develop plans that ensure that we continue to meet our mission and continue to foster student success. Also important is the continual evaluation and revision of our plan to stay current with external developments. As our College grows and expands throughout the future, as we have since we first opened the doors to our two-building campus in 1967, we are committed to doing so based on careful planning and assessment. Our Strategic Plan reflects those ongoing efforts and represents the direction our College will take through 2016.



Thomas P. Leary, *President*
Luzerne County Community College

INSTITUTIONAL GOAL 1 – PROVIDE A FOUNDATION OF CORE KNOWLEDGE AND SKILLS

Objective 1.1 Provide quality education for all learners

- Implement General Education requirements that address Institutional Learning Outcomes
- Increase Developmental Education student success
- Develop and implement ESL education requirements addressing student needs
- Assess program effectiveness and student learning

Objective 1.2 Enhance and support the learning process through the use of technology

- Outfit College's new Health Sciences Center with technology systems and provide necessary support
- Improve process for student record sharing between College offices

Objective 1.3 Provide technical support and help desk services for effective student and staff use of technology resource

- Improve user experience for staff that access the College's student information system, Datatel Colleague
- Provide students and staff improved access to Web based system through enhancements to technology

INSTITUTIONAL GOAL 2 – DEVELOP CONTRIBUTING AND CULTURALLY COMPETENT MEMBERS OF SOCIETY

Objective 2.1 Cultivate leadership, integrity, social equity, global understanding and civic engagement to prepare students for meaningful contribution to society

- Promote activities designed to develop student leaders
- Promote meaningful partnerships between campus and community life
- Develop student club and activity opportunities at dedicated sites

Objective 2.2 Offer life-long learning opportunities

- Ensure Service/Program Sustainability to continue to serve learners

INSTITUTIONAL GOAL 3 - GUIDE THE LEARNER IN PURSUIT OF EDUCATIONAL AND CAREER GOALS

Objective 3.1 Provide students an opportunity to achieve educational and career goals through a comprehensive suite of support services

- Evaluate effectiveness of Placement Testing, Tutoring and Developmental Courses

Objective 3.2 Utilize available technology to design effective recruitment to completion process

- Implement the Enrollment Management Plan
- Implement the Retention Plan



Luzerne County Community College is accredited by the Commission on Higher Education of the Middle States Association of Colleges and Schools, 3624 Market Street, Philadelphia, PA 19104, (267) 284-5000. The Commission on Higher Education is an institutional accrediting agency recognized by the U.S. Secretary of Education and the Commission on Recognition of Post Secondary Accreditation.

Objective 3.3 Foster organizational excellence

- Improve interdepartmental communications

Objective 3.4 Provide pathways for students to achieve educational goal

- Increase availability of Articulation and Transfer opportunities for students
- Increase Graduates

Objective 3.5 Support strategies that enhance persistence and retention

- Identify the program related issues preventing students from completion in a timely manner

INSTITUTIONAL GOAL 4 – DESIGN A QUALITY EDUCATIONAL EXPERIENCE ACCESSIBLE FOR ALL LEARNERS

Objective 4.1 Maintain a safe and secure campus by providing a coordinated information sharing platform for all users, facility safety in parking, lighting, and visible security services by utilizing a proactive approach to campus safety capitalizing on existing internal resources, and comprehensive emergency medical services

- Improve Information Management System by computerizing all records and reports, allowing for efficient information sharing with other College departments and agencies
- Ensure that the College has an adequate emergency notification system in place to provide timely and accurate warnings in the event of an emergency
- Improve Emergency Medical Response capabilities

Objective 4.2 Utilize technology for process improvement within various department functions

- Continue with the transition of non-credit systems to the College's Datatel system
- Provide for better systems analysis of data from College's student information system - Datatel Colleague



Objective 4.3 Enhance/expand access for students and staff through development of wide area network, wireless technology and emerging technologies

- Configure and Support Lotus Sametime Software for Collaborations
- Upgrade internet resources for Shamokin and Wilkes-Barre dedicated Centers

Objective 4.4 Raise funds in support of the College and its students

- Raise funds for capital, annual purposes, scholarships and endowments

Objective 4.5 Develop next phase of Marketing plan

- Increase presence and awareness of LCCC to all constituencies and in support of student recruitment
- Develop innovative marketing programs utilizing all social media outlets to reach students
- Build content of LCCC website, assure accuracy and quality

Objective 4.6 Expand and improve communication efforts both internally and externally

- Expand and improve communication efforts internally and externally to better inform students of College activities

Objective 4.7 Provide timely support for academic, student and administrative printing needs

- Enhance sophistication of design, timeliness and quality of printed materials

Objective 4.8 Develop a Student Support System that serves the needs of students

- Implement a Financial Advising plan for students, to include a significant reduction in the required documentation students must complete
- Develop a plan for management of response times for students needs
- Provide college activities and organizations that link student engagement with academic success
- Provide services and activities to recognize successful student achievements
- Assess services, programs, and activities at off-campus relative to Title III grant period

Objective 4.9 Provide a comprehensive communications system that serves the needs of the students

- Improve Inter-Departmental Communication to better address needs of students

Objective 4.10 Effective allocation of financial resources, including identification of areas where cost savings could occur

- Insure the College operates at profitable margins to support student need for low tuition by maintaining necessary and purposeful purchases taking into account purchasing the highest quality products at the lowest possible cost
- Balance Budget from Operations
- Develop a Two year Budget Process

Objective 4.11 Increase efficiency throughout the College and maintain compliance with all governing agencies

- Provide service to the College community by ensuring all contracts and agreements entered by the College are favorable, supportive and Right to Know Compliant
- Implement Capital Replacement Plan for the College

Objective 4.12 Maintain customer satisfaction with services offered

- Develop Finance Division Manual for utilization by all employees (policy, procedures and instructions)

Objective 4.13 Solidify the Faculty and Classified Collective Bargaining Agreements

- Ensure open, respectful and positive contract negotiations

Objective 4.14 Assess the organizational structure of the College

- Assess staffing levels
- Increase diversity of staff
- Improve communication of organizational changes to all staff

INSTITUTIONAL GOAL 5 – DEVELOP PARTNERSHIPS WITHIN THE COMMUNITY TO CONTRIBUTE TO THE ECONOMIC, TECHNOLOGICAL AND SOCIAL ADVANCEMENT OF THE REGION

Objective 5.1 Expand alumni participation in College fundraising activities in support of the College and students

- Increase the amount of donations from alumni in support of scholarships, equipment and facilities and increase alumni participation in College events

Objective 5.2 Maintain and assure standard of excellence of the LCCC Foundation and Board of Directors

- Retain stability of Foundation Board and assure financial responsibility and integrity of Foundation assets

Objective 5.3 Provide opportunity for academic input by internal and external stakeholders

- Increase program advisory committee effectiveness for technical and health science programs

Objective 5.4 Strengthen relationships with Workforce and Economic Development Partners

- Continue and expand high impact partnerships including assessment of their impact on the community and the College.