NORTHWEST ARKANSAS COMMUNITY COLLEGE

BURNS HALL

3501

2023-24
END OF YEAR REPORT

Contents

2023-24 Strategic Plan

Complete   **5** GOALS **23** OUTCOMES **26** MEASURES **26** TARGETS **20** FINDINGS **0** ATTACHMENTS

Mission & Vision

Empower Lives, Inspire Learning and Strengthen Community, through Accessible, Affordable, Quality Education.

Values

Facilitate continuous learning for students and stakeholders Cherish

academic, professional and personal integrity Respect our

differences and view them as a strength Advance knowledge

through individual and team challenges.

Anticipate and respond to needs by encouraging innovative ideas and technologies3

Develop the potential of the individual to achieve excellence.

Value human resources over physical resources

1

Goal
Learner Community (E-101)

Provide and continuously strengthen quality programs and processes that support student achievement and success.

1.1

Objectives
Expand service to Washington county.

Working with UpSkill NWA, acquire funding for expansion of health professions courses at Washington County

Supported Initiatives (5)

STRATEGIC INITIATIVES

- Dr. Dennis Rittle
- Expand Service to Washington County
- Diana Johnson
- Liz Anderson
- Justin White

Action Plan

Work with community partners to determine needs and develop programs to meet those needs.

Budget Source	Amount	Due	Status
	$0.00	no due date set	In Progress

Action Item 1	Created	Due	Status
Work with K-12 partners to determine needs for health professions training through concurrent enrollment or secondary career centers	4/24/2023	9/15/2023	In Progress

Action Item 2	Created	Due	Status
Identify new or expanded post-secondary programs needed in health professions with help from community partners	4/24/2023	9/15/2023	Complete

Action Item 3	Created	Due	Status
Determine resources and budgets needed to support program	4/24/2023	10/30/2023	Complete

1.1.1 Metrics

Prioritized list of courses and degree/certificate programs

1.1.1.1 Measure of Success
Description of Meetings   Met

MEASURE OF SUCCESS   Development of new programs and student enrollment in programs

FINDINGS   Met with program advisory committees, Upskill NWA, and K-12 partners.

1.1.2 Metrics

Budget requests submitted following college process and/or grants identified to support new/expanded programs.

1.1.2.1 Measure of Success
Budget requests and allocation of Perkins Grant dollars   Met

MEASURE OF SUCCESS   Funding identified to support new programs.

FINDINGS   NWACC received an Align Grant to fund the LPN program until September 2026. Equipment for phlebotomy course was acquired through Perkins Grant. M&O budgets for phlebotomy & PN submitted.

1.2 Objectives
Grow student enrollment and market share.
Through coordinated efforts of the college increase student enrollment by 5 to 8 percent

Supported Initiatives (6)

STRATEGIC INITIATIVES

- Dr. Dennis Rittle
- Diana Johnson
- Grow Student Enrollment and Market Share
- Grant Hodges
- Liz Anderson
- Justin White

Action Plan

Increase student enrollment

Budget Source	Amount	Due	Status
	$0.00	no due date set	Complete

	Created	Due	Status
Action Item 1 Create a more positive first semester student experience by reviewing advising process and onboarding	10/7/2022	12/15/2023	In Progress
Action Item 2 Promote whole student support services for students to assess current services (Student Services and Academics)	10/7/2022	10/15/2023	In Progress
Action Item 3 Form a taskforce to develop ways to embed	11/3/2022	5/15/2024	In Progress

student success strategies into courses; recommendations provided to CAO

Action Item 4	Created	Due	Status
Expand recruitment initiatives: "Adopt A Middle School" and "College Goals"	1/22/2023	5/15/2024	Planned

Action Item 5	Created	Due	Status
Utilizing new Director of Student Success implement an academic intervention model to help students successfully complete courses	5/10/2023	12/29/2023	In Progress

Action Item 6	Created	Due	Status
College will establish a Strategic Enrollment Management Committee to develop short-term and long-term action items to support enrollment goals	5/25/2023	7/30/2023	In Progress

1.2.1 Metrics

Student headcount and student semester credit hour generation (SSCH)

Enrollment Records - Administrative

1.2.1.1 Measure of Success
Headcount and SSCH

Met

MEASURE OF SUCCESS

5 to 8% increase in headcount and SSCH

FINDINGS

The college saw enrollment growth in both summer and fall of 2023. Summer enrollment increased 7.2% with fall increasing 3.2% over Fall of 2022. Spring Enrollment growth was 7%

1.2.2 Metrics

SEM committee established and short and long-term action items developed and shared with the college

Committee Minutes - Administrative

1.2.2.1 Measure of Success
Plan developed   Partially Met

Short-term and long-term action-items shared with college and incorporated into next
year's strategic plan

1.3 Objectives
Increase brand strength and recognition
Through marketing efforts increase brand strength and recognition of NWACC

Supported Initiatives (3)

STRATEGIC INITIATIVES

- Grow Student Enrollment and Market Share
- Grant Hodges
- Justin White

Action Plan

Increase brand strength and recognition of NWACC

Budget Source	Amount	Due	Status
	$0.00	no due date set	Complete

Action Item 1	Created	Due	Status
Senior Mailer Project	1/22/2023	5/15/2024	Complete

1.3.1 Metrics

Semester enrollment compared to previous year

Enrollment Records - Administrative

1.3.1.1 Measure of Success
Headcount Enrollment   Met

MEASURE OF SUCCESS   Headcount enrollment

FINDINGS   The college saw enrollment growth in both summer and fall of 2023. Summer enrollment increased 7.2% with fall increasing 3.2% over Fall of 2022. Spring Enrollment growth was 7%

1.4 Objectives

Division of Learning: reinstate infrastructure for technology planning for learning spaces to increase efficiency and better utilize resources

Collaborate with NWACC IT Department to reinstate Learning Technology Committee to provide recommendations on learning technology needed to support student learning.

Supported Initiatives (1)

STRATEGIC INITIATIVES

- Diana Johnson

Action Plan

Establish Learning Technology Committee

Budget Source	Amount	Due	Status
	$0.00	no due date set	In Progress

Action Item 1	Created	Due	Status
Establish committee structure to manage process	10/7/2022	12/15/2023	In Progress

Action Item 2	Created	Due	Status
Develop technology plan for learning	10/7/2022	5/15/2024	In Progress

Action Item 3	Created	Due	Status
Work with IT to map wireless access for college to identify dead spots	10/7/2022	5/15/2024	Complete

1.4.1 Metrics

Committee develop and meeting; technology plan developed and shared with the college

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1.4.1.1 Measure of Success
Committee structure for learning technology created and active

Not Met

MEASURE OF SUCCESS
Meeting minutes and agendas

FINDINGS
Names for committee members were provided to AVP of IT. Other priorities have kept this initiative from moving forward

1.4.1.2 Measure of Success
Learning Technology plan developed and shared with college

Not Met

MEASURE OF SUCCESS
Plan shared with college community and included in budgeting process

FINDINGS
This plan was dependent on the establishment of the Learning Technology Committee

1.5 Objectives
Non-traditional student support

Evaluate the support, services and marketing directed/available to non-traditional students outside of 8:00 am to 4:30 pm. Note: Non-traditional is more than age; this group would be any student due to life circumstance who cannot take classes during traditional college times

Supported Initiatives (2)

STRATEGIC INITIATIVES

- Diana Johnson
- Justin White

Action Plan

Increase Support for Non-Traditional Students

Budget Source	Amount	Due	Status
	$0.00	no due date set	In Progress

Action Item 1	Created	Due	Status
Review data on current night and weekend enrollments	10/7/2022	12/1/2023	Complete

Action Item 2
Review courses and programs offered nights and weekends based on data

Created	Due	Status
10/7/2022	12/1/2023	Complete

Action Item 3
Based on data modify course schedule to offer targeted night and weekend classes

Created	Due	Status
10/7/2022	1/19/2024	Complete

Action Item 4
Begin discussions on how to strengthen pipeline of adult education students transitioning to college credit programs

Created	Due	Status
10/7/2022	12/15/2023	In Progress

Action Item 5
Begin discussions on how to market target programs to adult learners in the community

Created	Due	Status
10/7/2022	1/19/2024	Planned

Action Item 6
Review and expand tutoring, advising, success coaching if warranted. Expand virtual offerings outside of 'normal' operating hours

Created	Due	Status
1/22/2023	12/15/2024	In Progress

1.5.1 Metrics
Increased number of night courses for students
Enrollment in evening classes

1.5.1.1 Measure of Success
Enrollment in Evening Classes   Partially Met

MEASURE OF SUCCESS
NWACC offered additional sections of general education courses in the evening for Spring 2025 plus two evening phlebotomy courses. The college had 800 registrations in evening classes in Spring 2024

FINDINGS
Based on enrollments and comments in the RNL Student Satisfaction Survey there exists a student population that want evening classes. NWACC will continue to review data to identify viable evening classes.

1.6 Objectives
Development of classroom enrichment grants

Establish classroom enrichment grants to encourage faculty to incorporate project based, hands on learning into curriculum in all course delivery methods

Supported Initiatives (1)

STRATEGIC INITIATIVES

- Diana Johnson

Action Plan

Establish classroom enrichment grant program

Budget Source	Amount	Due	Status
	$0.00	no due date set	

	Created	Due	Status
Action Item 1 Research similar grant programs at other colleges and universities	11/3/2022	10/20/2023	Planned
Action Item 2 Submit budget requests for FY 25	11/3/2022	10/30/2023	Not Met
Action Item 3 Develop application and awarding process	11/3/2022	1/9/2023	Not Met
Action Item 4 Advertise grant opportunity to college community	11/3/2022	5/1/2023	Not Met

1.6.1 Metrics

1) Program developed 2) Dollars budgeted 3) Application process initiated

Not Met

1.6.1.1 Measure of Success
Budget dollars allocated toward grant program; application and awarding process implemented.

MEASURE OF SUCCESS

Budget dollars allocated toward grant program; application and awarding process implemented

FINDINGS   Due to other priorities this initiative has not moved forward. It is unlikely that any action will be taken in 2023-24.

1.7 Objectives
Bicycle Trail Construction Training Facility
Development of training facility for students to learn about bicycle trail construction.

Supported Initiatives (1)

STRATEGIC INITIATIVES

- Diana Johnson

Action Plan

Develop curriculum and classroom space for Bicycle Trail Construction

Budget Source	Amount	Due	Status
	$0.00	no due date set	

	Created	Due	Status
Action Item 1 Renovation of old physical plant building to complete all the architectural and planning needed to be ready for construction and renovation	1/22/2023	6/28/2024	In Progress
Action Item 2 Develop courses and degree/certificate programs for Bicycle Trail Construction program	4/24/2023	1/31/2024	Complete

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1.7.1 Metrics

Classroom space completed

1.7.1.1 Measure of Success
Partially Met

Classroom space for trails and bicycle program completed

MEASURE OF SUCCESS   Renovations to the old physical plant complete

FINDINGS   Renovations are on track to be completed in July 2024 for the new facility.

1.7.2 Metrics

Curriculum developed and approved by ADHE and HLC

1.7.2.1 Measure of Success   **Met**
ADHE approval of certificates of proficiency and technical certificates

MEASURE OF
SUCCESS
ADHE and HLC approval

FINDINGS
ADHE approved certificates of proficiency and technical certificates in October 2023.

HLC approvals received.

1.8 Objectives
25 by 2025

Reach 25% Hispanic student population by 2025. Increasing the percentage of Hispanic students on campus will better reflect the northwest Arkansas community. In addition, this classification will open up grant opportunities for the college.

Supported Initiatives (3)

STRATEGIC INITIATIVES

- Diana Johnson
- Grow Student Enrollment and Market Share
- Justin White

Action Plan

Creation of 25 by 25 Taskforce

Budget Source	Amount	Due	Status
	$0.00	no due date set	Complete

Action Item 1	Created	Due	Status
Incorporate 25 by 2025 into the Strategic	5/25/2023	9/1/2023	Complete
Enrollment Management plan for the college			
Action Item 2	Created	Due	Status

| Continue to support and market programs such as LIFE and ENGC on campus | 05/01/2023 | 5/15/2024 | Planned |

1.8.1 Metrics

Headcount for students identifying as Hispanic in college student information system

Enrollment Records - Administrative

1.8.1.1 Measure of Success
Percentage Increase   Met

MEASURE OF SUCCESS

Increase of 1-3% in headcount of Hispanic Students

FINDINGS

Hispanic/Latino FTE using formula of all FT and SSCH of PT divided by 12 F18 23.1% F19 24.6% F20 23.8% F21 21.8% F22 24.0% F23 26.8%

2 Goal
Business Community (E-102)

Enhance partnerships with and provide support to local business, industry and the general public by offering innovative approaches to curriculum, training and other relevant services.

2.1 Objectives
Pursue avenues to increase our Minority / Women business suppliers.
Working with different organizations within our community.

Action Plan

Reporting every 6 months to show the increase of minority and business owner; working with Chamber of Commerce and the Directory of Organizations that are focused on business groups.

Budget Source	Amount	Due	Status
	$0.00		

2.1.1 Metrics

Met

Increase minority business owner engagement.

2.1.1.1 Measure of Success

Added the NWA Black Business Directory as a Facebook like. Purchasing processed a minority purchase for a NWACC Dance Event. They came to purchasing and we helped them with the info needed to be a Supplier and they provided services for TOAL conference.

2.2 Objectives

Identify and support community needs through credit and non-credit programming and services.

Through engagement with community partners in regional civic, business, industry and educational organizations identify and support community needs.

Supported Initiatives (5)

STRATEGIC INITIATIVES

- Dr. Dennis Rittle
- Diana Johnson
- Grant Hodges
- Liz Anderson
- Justin White

Action Plan

Budget Source	Amount	Due	Status
	$0.00	no due date set	

Action Item 1	Created	Due	Status
Host Make 48 Event on campus	5/10/2023	9/15/2023	Complete

Action Item 2	Created	Due	Status
Representation at regional organizational meetings such as chambers, NWA Educational Cooperative and civic organizations	5/10/2023	5/24/2024	In Progress

Action Item 3	Created	Due	Status

| Apply for external funding to support Business and Industry Liaison, Career Services and a University Center to support local business needs | 5/10/2023 | 5/24/2024 | Complete |

Action Item 4		Created	Due	Status
Develop and implement degree and certificate programs based on identified community needs		5/10/2023	5/24/2024	Complete

2.2.1 Metrics
Community Engagement
Attendance at regional events and meetings

2.2.1.1 Measure of Success   Partially Met
Representation at key chamber and civic events

MEASURE OF SUCCESS   Number of contacts made

FINDINGS   Hosted Tri-Chamber "Business After Hours" event at NWACC with extraordinary attendance in January 2024.

2.2.2 Metrics
External Funding
Grant applications submitted to request funding to support business and industry needs

Partially Met

2.2.2.1 Measure of Success
Grant applications submissions

MEASURE OF SUCCESS   Funding received to support work

FINDINGS   Biotechnology Grant submitted to National Science Foundation. Supplemental Perkins dollars received to fund Robotics program; USDA grants received for Artisanal Butchery program. Perkins budget approved for FY 25; Grant for Career Services is in progress.

2.2.3 Metrics
Degree/Certificate Development

Degree and certificates developed and implemented to support community needs

2.2.3.1 Measure of Success
ADHE and HLC approvals received.   `Met`

MEASURE OF SUCCESS

New degree/certificate programs implemented and students enrolling.

FINDINGS

New trails construction CP/TC approved by state; developing robotics CP; new phlebotomy course approved and offered spring 2024. 13 new certificates and degrees approved for 2024-25 catalog.

3 Goal
Owner (Taxpayer) Community (E-103)

Strive to be effective and ethical stewards of taxpayer dollars by maximizing resources and containing costs to allow affordable tuition rates for our students.

3.1 Objectives
Increase college funding.

Increase college funding by working with local/county municipalities to increase millage and the state agencies to increase state funding.

Supported Initiatives (4)

STRATEGIC INITIATIVES

- Dr. Dennis Rittle
- Increase Dedicated Funding
- Grant Hodges
- Liz Anderson

Action Plan

Increase state RSA funding. Restore 2.0 millage for Benton County. Feasibility study for Springdale, Washington County millage possibility.

Budget Source	Amount	Due	Status

	$0.00	no due date set	Complete

Action Item 1	Created	Due	Status
Increase state RSA funding	11/16/2022	6/28/2024	Planned

Action Item 2	Created	Due	Status
Restore 3.0 millage - campaign was unsuccessful	11/16/2022	5/9/2023	Complete

Action Item 3	Created	Due	Status
Feasibility study for Springdale millage	11/16/2022		Planned

3.2 Objectives

Budget and financial transparency
Present financial strategies past and present

Supported Initiatives (1)

STRATEGIC INITIATIVES

- Anya Peterson-Frey

Action Plan

Budget Source	Amount	Due	Status
	$0.00	no due date set	In Progress

Action Item 1	Created	Due	Status
Present financial updates quarterly	1/22/2023	5/24/2024	In Progress

Action Item 2	Created	Due	Status
College will aggressively work toward lowering bond-debt	5/10/2023	5/24/2024	In Progress

3.2.1 Metrics

Financial transparency and lowering of bond debt.

3.2.1.1 Measure of Success

Partially Met

Quarterly financial updates will begin in FY25. There was a change in leadership during FY24. There is a plan in place to reduce bond debt over the next ten years.

3.3 Objectives
Transparent college environment
Provide an open and transparent environment where students, staff, faculty and alumni feel welcome, safe, valued, connected and information.

Supported Initiatives (1)

STRATEGIC INITIATIVES

- Anya Peterson-Frey

Action Plan

Valuing Employees Steering Committee Mission

Budget Source	Amount	Due	Status
	$0.00	no due date set	

Action Item 1	Created	Due	Status
To gather employee feedback and suggestions for improvement	5/15/2023		In Progress
Action Item 2	Created	Due	Status
To assess and understand the current state of employee morale and satisfaction	5/15/2023		In Progress
Action Item 3	Created	Due	Status
To develop and implement programs and initiatives aimed at increasing employee engagement and satisfaction	5/15/2023		In Progress

4 Goal
Pre-K through Grade 16 Community (E-104)
Develop, expand, and enhance collaborative partnerships with local K-12 and university partners.

4.1 Objectives
Secondary Career Center

Successfully implement NWACC Secondary Career Center

Supported Initiatives (2)

STRATEGIC INITIATIVES

- Diana Johnson
- Justin White

Action Plan

Establish Secondary Career Center

Budget Source	Amount	Due	Status
	$0.00	7/1/2023	Complete

Action Item 1	Created	Due	Status
Program Approvals	1/22/2023	7/1/2023	Complete

Action Item 2	Created	Due	Status
Faculty Hires	1/22/2023		In Progress

4.1.1 Metrics

Enrollment data in CTE courses

Enrollment Records - Administrative

4.1.1.1 Measure of Success
Enrollment Data   `Met`

MEASURE OF SUCCESS — For AY 2024, the Secondary Career Center had an 88% increase in head count and a 69% increase in SSCH enrollment.

FINDINGS — NWACC will continue to review SSC programs and partner needs.

4.2 Objectives
Continue to expand partnerships with local high schools and increase credential completion by Early College Experience (ECE) students.

Supported Initiatives (3)

- Diana Johnson
- Grow Student Enrollment and Market Share
- Justin White

Action Plan

Budget Source	Amount	Due	Status
	$0.00	no due date set	

	Created	Due	Status
Action Item 1 Participate in NWAESC discussions on career and technical education/programming needs for regional high school students	5/25/2023	5/15/2024	Complete
Action Item 2 Create one new partnership in 2023-24	5/25/2023	5/15/2024	Complete

4.2.1 Metrics

New partnership established

4.2.1.1 Measure of Success Met
Documented partnerships with regional high schools

MEASURE OF SUCCESS

1 additional partnership

FINDINGS

Three additional school partners have signed MOUs with High School Relations for Fall 2024/Spring 2025: Lavaca, Eureka Springs and Premier High School

4.2.1.2 Measure of Success Met
New programs or existing programs in career and technical education made available to high school students.

MEASURE OF SUCCESS	Documented access for high school students to CTE programs not previously offered.
FINDINGS	New Robotics program to begin Fall 2025 for area high school students.

5 Goal
College Community (E-105)

Enhance partnerships with and provide support to local business, industry and the general public by offering innovative approaches to curriculum, training and other relevant services.

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5.1 Objectives

Creating a healthy organizational culture through valuing people and accountability
Utilize a variety of strategies to increase morale and engagement of employees at the college.

Supported Initiatives (6)

STRATEGIC INITIATIVES

- Dr. Dennis Rittle
- Create a Healthy Organizational Culture through Valuing Employees and Accountability
- Diana Johnson
- Grant Hodges
- Liz Anderson
- Justin White

Action Plan

Budget Source	Amount	Due	Status
	$0.00	no due date set	

Action Item 1	Created	Due	Status
Valuing People Committee will continue to review information and make recommendations to College Cabinet	5/10/2023	5/24/2024	Complete

Action Item 2	Created	Due	Status
Budget includes dollars to implement phase 1 of compensation study	5/10/2023	12/29/2023	Complete

5.1.1	Metrics

Valuing employees report.

5.1.1.1	Measure of Success	Met
	Report was completed and shared with cabinet.	

MEASURE OF

SUCCESS

FINDINGS   Committee leadership has shifted to HR for ongoing work.

5.2	Objectives

Conduct feasibility study for on-campus housing

Update existing feasibility study for on-campus housing and make recommendations to the Board of Trustees

Supported Initiatives (3)

STRATEGIC INITIATIVES

- Dr. Dennis Rittle
- Create a Healthy Organizational Culture through Valuing Employees and Accountability
- Justin White

Action Plan

Budget Source	Amount	Due	Status
	$0.00	no due date set	

Action Item 1	Created	Due	Status
Establishment of residential housing committee	1/22/2023	2/15/2023	Complete

Action Item 2	Created	Due	Status
Report Findings to the Board of Trustees	1/22/2023	5/24/2024	Complete

5.3	Objectives

Stabilize athletics with funding and identification (branding)

Create a sustainable budget and staff for an athletics program at NWACC.

Supported Initiatives (5)

- Dr. Dennis Rittle
- Create a Healthy Organizational Culture through Valuing Employees and Accountability
- Grant Hodges
- Justin White
- Brooke Brewer

Action Plan

Budget Source	Amount $0.00	Due no due date set	Status Complete
Action Item 1 Proposal of $4 per credit hour activity fee to support athletics	Created 1/22/2023	Due 3/13/2023	Status Complete
Action Item 2 Hiring of full-time athletic director and support staff	Created 1/22/2023	Due 9/29/2023	Status Complete
Action Item 3 Complete 5-year feasibility study plan for athletics to include selection of additional sports, facility planning, support staff planning, equipment and sustainability.	Created 1/16/2024	Due 3/31/2024	Status In Progress
Action Item 4 Creation of NWACCC Athletics Website	Created 1/16/2024	Due 2/29/2024	Status In Progress

5.3.1 Metrics

Engagement of campus and community in athletics

Task Completion - Student Affairs

Met

5.3.1.1 Measure of Success
Building awareness through monthly luncheons (sponsored), newsletter, and social media channels.

MEASURE OF SUCCESS	Securing community sponsorships, building distribution lists and followers
FINDINGS	Through marketing and promotion we have successfully secured sponsorships and built a fanbase for athletics

5.4 Objectives

Design and implement an information governance (IG) program/policies to more effectively address the collection, retention, and disposal of information/records to strengthen information security and privacy protections, improve effectiveness, and ensure compliance with state and federal regulations.

Implement new Information Governance/Document and Records Retention and Storage plan and launch college-wide by March 2024.

Supported Initiatives (1)

STRATEGIC INITIATIVES

- Anya Peterson-Frey

Action Plan

Deployment of new policies, procedures, and protocols for every area on campus. Annual audits of record keeping systems to maintain compliance.

Budget Source	Amount	Due	Status
	$0.00	3/31/2024	In Progress

5.4.1 Metrics

Design and implement information governance

5.4.1.1 Measure of Success

`Met`

This was initially proposed as a 2-3 year plan. For year one (1), FY24, the draft of policies, procedures, and a robust document/data retention and storage matrix was

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completed by May 2024. Next steps will be to establish a work group/committee for this

MEASURE OF SUCCESS

Policies and procedures developed. Work with continue through FY25

FINDINGS

FY24 (Y1) goals were met, work will continue for Y2 and Y3.

5.5 Objectives

Ensure the safety of college employees and students Supported Initiatives (1)

STRATEGIC INITIATIVES

- Anya Peterson-Frey

Action Plan

Purchase new records management system for DPS.

Budget Source	Amount	Due	Status
	$0.00	5/31/2024	In Progress

Action Item 1	Created	Due	Status
Create a more efficient and fully operational record management/incident/evidence. management system for the Dept. of Police and Public Safety. Research options for replacing antiquated Omnigo management system for a more efficient and effective system.	1/22/2023		In Progress

Action Item 2	Created	Due	Status
Audit and strengthen the Environmental Health and Safety compliance response college wide. Research 3rd party solutions for EHS management software. Ensure full institutional compliance by December 2023.	1/22/2023	12/15/2023	In Progress

Action Item 3	Created	Due	Status
Research 3rd party solutions for EHS management software. Ensure full institutional. compliance by December 2023.	1/22/2023	12/15/2023	In Progress

Action Item 4	Created	Due	Status
New Position Request: Assistant Director for Title IX and Violence Prevention Educator	1/22/2023		In Progress

5.5.1 Metrics

This FY 24 objective is ongoing, annually, and has been successfully met this past year. The PRC team led the Emergency Management Response Team through a tabletop drill in 2023. Additional training was provided to officers in DPS. The new camera surveillance system has reached about 95% completion and has been a very valuable tool in safety/security and crime/problem solving for officers. PRC reached full compliance with Arkansas 811 – Opioid Overdose Rescue Kits – which included education and communications for all students and employees.

5.5.1.1 Measure of Success

Met

Training was provided, a new camera system was 95% installed, and PRC reached full compliance with AR 811.

MEASURE OF SUCCESS

Training occurred, camera system was 95% installed, and PRC reached full compliance.

5.6 Objectives

Continue implementation of Workday's 2nd Phase and stabilization of Phase 1 and 2. Continue implementation of the second phase of the Workday initiative. This will be a multi-year project.

Supported Initiatives (2)

STRATEGIC INITIATIVES

- Justin White
- Anya Peterson-Frey

Action Plan

Reduce costs for supporting the ERP/SIS while extending capabilities.

Budget Source	Amount	Due	Status
	$0.00	no due date set	In Progress

Action Item 1	Created	Due	Status
Focus on modernizing our administrative and learner-facing applications	3/15/2023	5/15/2024	In Progress

Action Item 2	Created	Due	Status
Identify solutions to replace workflows not supported by Workday	5/25/2023	5/15/2024	In Progress

5.6.1 Metrics

Information Technology Services continues to improve efficiencies of the HCM Finance and Student modules in Workday by reviewing and changing processes, workflows, security, reporting, integrations, system configurations and following tenant testing, change management and best practice standards.

5.6.1.1 Measure of Success

MEASURE OF SUCCESS

Met

Information Technology Services continues to improve efficiencies of the HCM Finance and Student modules in Workday by reviewing and changing processes, workflows, security, reporting, integrations, system configurations and following tenant testing, change management and best practice standards.

5.7 Objectives

Expand technology infrastructure and IT network reliability.
Improving capacity and performance which includes infrastructure updates and reviews.

Supported Initiatives (2)

STRATEGIC INITIATIVES

- Diana Johnson
- Justin White

Action Plan

BudgetSource	Amount	Due	Status
	$0.00	no due date set	In Progress

	Created	Due	Status
Action Item 1 Network stabilizations and upgrades	1/22/2023	5/24/2024	In Progress
Action Item 2 On-going review and replacement of defective and problematic systems and equipment by implementing standards to make each area more successful and efficient	1/22/2023	1/26/2024	In Progress
Action Item 3 Continue implementation and resolution of problems of student Workday including Workflow development for curriculum and course substitutions	5/10/2023	5/24/2024	In Progress

5.7.1 Metrics

Information Technology Services has upgraded our Microsoft infrastructure, network switching and wireless technology to improve the user experience and continuity of service. These on-going changes along with our unified communication upgrade will add to our value services and provide a solid foundation for success.

5.7.1.1 Measure of Success

Met

MEASURE OF
SUCCESS

Information Technology Services has upgraded our Microsoft infrastructure, network switching and wireless technology to improve the user experience and continuity of service.

5.8 Objectives

Develop a well-trained and confident staff.

Improve morale by providing training and resources for staff.

Supported Initiatives (2)

STRATEGIC INITIATIVES

- Justin White

- Anya Peterson-Frey

Action Plan

Staff Training and Resources

Budget Source	Amount	Due	Status
	$0.00	no due date set	In Progress

	Created	Due	Status
Action Item 1 NWACC technical trainer will create aids and provide training sessions	1/22/2023		In Progress
Action Item 2 Student Services will provide onboarding division wide for staff	1/22/2023	12/15/2024	In Progress
Action Item 3 Create Employee Assistance program	1/22/2023		In Progress

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5.8.1 Metrics

Human Resources is introducing a comprehensive supervisor development program for Fall 2024. The training will be organized into several key tracks, including compliance/legal, workforce planning, and personal/professional development. These tracks will guide future training offerings and provide opportunities to earn certifications. Additionally, our Employee Assistance Program (EAP) offers various training sessions, including supervisor-specific training and consultations. Human Resources also provides ad hoc training upon request or as needed.

5.8.1.1 Measure of Success

MEASURE OF SUCCESS

Human Resources is introducing a comprehensive supervisor development program for Fall 2024.