

**Richland College
2010 - 2015 Organizational Action Plan**

	Richland College will focus its organizational-level efforts to:	TT member	Continuous Improvement Originator				SPP Alignment
1.	Increase overall growth and market share in						SPP #1: Identify and Meet Educational Needs Community
1.a	Reimbursable contact hours	ZB, RC, KE	Ex. Deans	Melinda W.	Donna W.	Mehrdad H.	
1.b	Dual credit contact hours	ZB, KE	Bonnie H.	Donna W.			
1.c	Online contact hours	ZB, KE	Roy B.	Donna W.			
1.d	Service area <i>Closing the Gaps</i> population segments	ZB	Donna W.	Bonnie H.	Whitney R.	Deb S.	

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2.	Create an exceptional college experience for students through						SPP #2: Empower All Students to Succeed
2.a	AtD gatekeeper course initiatives	ZB	All instructional Executive Deans as appropriate				
2.b	Carnegie Collaboratory pilot	ZB	Thales G.				
2.c	1st time in college course (EDUC-1300)	ZB, TS	Thales G.				
2.d	Retention of students in-class	ZB, TS	All instructional Executive Deans with under-performing in-class retention disciplines				
2.e	Persistence of students in entering cohorts	ZB, TS	Ex. Deans	Cindy B.			
2.f	Engagement of students	ZB, TS	Academic Council	Student Dev Council			
2.g	Customer service	TS, RC	Student Dev Council	Bus. Serv. Council			
2.h	Implementation of the new CORE curriculum	ZB	Becki W.				
2.i	Curriculum redesign	ZB	All instructional Executive Deans as appropriate				
2.j	Capstone experience (GOVT-2302)	ZB	Becki W.				

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3.	Support and engage our faculty and staff through						SPP #3: Empower All Employees to Succeed
3.a	Right-fit hiring	All	TT	Bill Dial			
3.b	Effective new employee on-boarding	Pat B., Bill D.	Bill Dial				
3.c	Professional development for perf excellence	Pat Bollin	Nancy K.	Fonda V.			
3.d	Timely and appropriate communication	All	TT	FAC, PSSA, AdmC, RAFC			
3.e	Increased employee satisfaction	All	TT	FAC, PSSA, AdmC, RAFC			
3.f	Leadership development for successsion planning	All	TT	Nancy K.			

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4.	Ensure organizational sustainability through						SPP #4: Ensure Institutional Effectiveness
4.a	Emergency preparedness drills and training	RC	Robert B.				
4.b	Safety in all areas of the campus (parking lots, lighting, crime prevention)	RC	Robert B.	Eddie H.			
4.c	Retrofit of buildings and meeting infrastructure needs	RC, JJ	Eddie H.				
4.d	Utilities savings/recycling	RC	Eddie H.				
4.e	Performance to financial targets	RC	Finney V.				
4.f	Obtaining grants	KE, RC	David C.	Mehrdad H.			
5.	Ensure a successful SACS 2013 reaffirmation through						
5.a	Compliance Certification	All	Janet J.	MFG			
5.b	Identification of a Quality Enhancement Plan (QEP)	KE, ZB	MFG				
5.c	Institutional effectiveness outcomes	All	Mary Jo D.				
5.d	Program review	All	Fonda V.				