

GOAL 1:

PROVIDE ACCESS TO QUALITY EDUCATION AND SUPPORT SERVICES TO HELP STUDENTS ACHIEVE THEIR EDUCATION AND CAREER GOALS.

Strategies:

1a. Develop a focused strategic enrollment management plan.

2013-14

- Established a Strategic Enrollment Management (SEM) committee to develop a SEM plan.
- Streamlined and revamped Adult Ed registration process resulting in improved accuracy in student placement.
- Began Spring 2014 registration two weeks earlier to encourage early enrollment.
- Developed targeted enrollment queries and contacted students via phone, direct mail and email to increase enrollment.

2014-15

- Conducted calling campaigns to defined student cohorts at designated points in the semester to drive enrollment. This personalized outreach encouraged students to establish payment, submit financial aid documents, enroll for classes, etc. (*SA31)
- Created a full-time high school recruiting position on campus through reassignment of recruiting responsibilities. (SA53)
- Expanded internet advertising for Fall 2015 to drive enrollment. (PO40)
- Developed a video to be used as a commercial prior to all movies shown in Marcus Theaters in Chicago Heights. (PO41)

2015-16

- Purchased a targeted mailing list and sent a marketing piece to promote the Nursing Program and Spring 2016 registration in the Program; the Program experienced a boost of about 50 more applicants than prior years. (PO46)
- Established high school Latino prospective student list and conducted recruitment activities. (SA72)
- Presented bi-lingual College Information Session at St. Paul Church in Chicago Heights. (SA73)
- Piloted rapid registration sessions to facilitate student enrollment in Fall 2015; based on low student yield this initiative was not adopted. (SA68)
- Added additional online advertising venues including the Chicago Tribune and ENEWS Park Forest. (PO22)
- Developed and implemented ACT prospects direct mail outreach campaign to support increase enrollment of district high school graduates. This effort did not yield results and is not being continued. (PO34)
- Held two Open Houses in Fall 2015 to provide information on PSC programs, courses and Spring enrollment. Due to poor attendance this effort is not being continued. (PO45)
- Implemented a MAP Grant postcard mailing to 91,000 district households. The post card appealed to those who were impacted by lack of MAP funding and communicated the message that their dollars go further at PSC. (PO47)

2016-17

- Re-established the Strategic Enrollment Management (SEM) Committee; SEM Plan is drafted.

1b. Evaluate the first-year student experience, including the developmental education program, and implement changes to increase persistence and completion.

2013-14

- Launched First Year Experience (FYE) Program by identifying staff and office space.
- Implemented Retention Alert software and completed initial pilot.

- Developed online New Student Orientation.
- Created a new advising position dedicated to CTE student recruitment, enrollment, advising, placement and retention.

2014-15

- Analyzed data on student retention and persistence in ENG 099 configurations to maximize student success and persistence; changed all sections to three credit hours and increased the number of accelerated sections for Fall 2015. (AA01)
- Developed a master contact/outreach database and marketing plan that specifically targets selected cohorts to increase enrollment in Adult Ed. (CED03/08)
- Revised the format and content of face-to-face New Student Orientation and increased the number of sessions offered to general and targeted student populations. (SA03/SA66)
- Launched online New Student Orientation. (SA67)
- Developed and submitted PSC’s Quality Initiative Project (QIP) to the Higher Learning Commission, which designates formation of the First Year Experience (FYE) Program as our QIP. (SA45)
- Established the FYE Task Force to provide input on the FYE program. (SA61)

2015-16

- Increased the number of face-to-face New Student Orientation sessions offered in Fall of 2015 to 14 sessions, which is approximately double the number of sessions previously offered. (SA59)

2016-17

- Eliminated Math 080 (Computational Skills I) course. With implementation of ALEKS for placement, students have access to study modules to improve their skills to at least Math 085.
- Created a co-requisite course for students who place into Math 095 whereby they can take a one credit Math 099 along with Math 115 (General Education Statistics).
- Removed Math 096 (Geometry) as a required prerequisite for Math 112 and Math 115. This was promoted by ICCB and IMACC to reduce barriers for students.

1c. Create clear education and career pathways to help students achieve their goals.

2013-14

- Established the Student Career Development Center and relocated career services to the ATOC where related services are also offered.

2014-15

- Increased the dual credit hours that students earned by 23% over last year through improved collaboration with administrators and faculty from the nine district high schools.
- Joined NACEP, the national accrediting body for dual credit programs, and will continue implementing best practices to position us for future NACEP accreditation. (AA35)
- Developed Academic Transfer Guideline Sheet to support student-athletes who are interested in transferring to four-year institutions and playing at the NAIA/NJCAA level. (SA56)

2015-16

- Created a short-term Certified Nursing Assistant (CNA) certificate pathway for Dual Credit students in Bloom Township High School District. (AA36)

2016-17

- Created short-term CTE certificate pathways for Dual Credit students; shared pathways with high school teachers, coordinators, and administrators. (AA36)
- Created two webpage transfer guides, one organized by university name and the other organized by PSC degrees. (SA86)

1d. Explore, develop, and expand programs that respond to community, business, and industry needs, while keeping in mind the importance of sustainability and a global perspective.

2013-14

- Developed new AAS degrees in 1) Accounting and Business Management, and 2) Industrial Mechanic, and a new Certificate in Entrepreneurship.
- Eliminated course stacking in Welding and HVACR to create discreet courses.
- Expanded non-credit manufacturing program and created a bridge to manufacturing pathway.
- Reorganized Transportation Warehousing & Logistics (TWL) leadership.
- Created new courses for the adult literacy learner with a 4.0 or lower grade level.

2014-15

- Expanded Adult Ed student support services to help students address barriers in order to increase the number who transition from Adult Ed to post-secondary education or certificate programs. (CED06)
- Developed Adult Education career pathways in manufacturing and healthcare that lead to postsecondary education and employment opportunities for students by implementing skills-based training, student support services, and stackable credentials. (CED07)
- Aligned Adult Secondary Education (ASE) curricula in math and reading to the Common Core Standards to better prepare students for college coursework. (CED10)

2015-16

- Acquired a narrow aisle reach truck for the non-credit Forklift Operator Training Program, which allows student training on this equipment. (CED21)
- Identified businesses that need forklift training and marketed to them to increase enrollment in the Forklift Operator Training Program. (CED24)
- Explored the feasibility of creating an accredited ESL program for international students. Determined that creating and offering remedial and credit-level English language courses would more appropriately and effectively serve the language needs of both international students and residents who are English learners. (SA02)

2016-17

- Modified Industrial Technology curriculum to create three-credit hour courses that articulate with transfer programs. (AA13)
- Developed Surgical Tech AAS degree.
- Developed a Certified Production Technician certificate. (AA13)
- Expanded client workshops, open enrollment events and on-site conferences to increase the number of CEU/CPDU certificates granted; 660 CEU/CPDU credentials were granted FY16. (CED15)
- Administered a district employer survey to ascertain employer training needs and awareness and use of PSC services.

1e. Promote high academic standards by adopting best practices and improving the rigor of program review and assessment of student learning.

2013-14

- Launched mapping of College-wide Learning Outcomes and completed mapping of Information Literacy.

2014-15

- Implemented a new process for documenting assessment of student learning outcomes at the program and discipline (classroom) level. (AA33)
- Supported faculty assessment efforts by developing a Coordinator Assessment Academy (workshops), faculty handbook, and online assessment materials available through D2L. (AA34)
- Completed Curriculum Mapping of two additional College-wide General Education Outcomes: problem solving and communication. (AA02)

2015-16

- Identified key issues with online instruction by performing a gap analysis; developed a guidebook for faculty who teach online and instituted improvements including mandatory online faculty training and peer review of online courses. (AA25)
- Conducted site visits for Dual Credit courses at each participating high school in keeping with National Alliance of Concurrent Enrolled Partnerships' (NACEP) best practices. (AA43)
- Joined the National Technical Honor Society (NTHS) for purposes of including Career and Technical Education (CTE) students and Dual Credit students in this organization. (AA45)
- Provided professional development to support student learning outcomes (SLO) and program/objective assessment in Student Affairs, Community and Economic Development and other offices that provide services to students. (SA69)
- Improved overall assessment process structure and documentation of assessment activities on campus. (SA44)

2016-17

- Established and launched an Assessment Council to provide leadership, support, coordination and accountability for college-wide assessment activities. (AA47)

1f. Create additional student-centered support programs to improve retention and completion.

2013-14

- Conducted workshops to help nursing program applicants prepare for the nursing admissions assessment test (HESI), which resulted in higher HESI admission scores.
- Expanded Male Success Initiative to include a mentoring component.
- Introduced a comprehensive Adult Ed student support system that includes setting personal and educational goals; system improved post-testing.
- Implemented supplemental instruction for nursing students with \$40,000 funds awarded by IBHE.

2014-15

- Institutionalized Main Action Plans (MAP) retention initiative in Nursing. (AA08)
- Established virtual Women's Center with links to community agencies that can assist students in addressing a variety of personal needs or crises. (PO09)
- Created a nursing mothers/lactation room (3216) on campus. (PO35)
- Developed Work & Learn student campus employment program which provides a tuition waiver for eligible participants. (PO13)

- Opened student leadership training to all students and incorporated a sustainability component. (SA17)
- Added a digital version of the Student Review newspaper to expand accessibility and readership. (SA20)

2015-16

- Created a mentoring program between Male Success Initiative (MSI) students and faculty. (SA01)
- Implemented a Hispanic student post-orientation seminar, which was held in 2014 and 2015 with approximately 60 students attending. (SA71)
- Instituted an annual veteran career fair and an annual veteran services fair. (SA07)

2016-17

- Implemented supplemental instruction in Surgical Tech and Dental Hygiene programs.
- Established a returning student support group in Nursing to improve student persistence.
- Institutionalized peer tutoring in Math courses ranging from developmental through calculus and Peer-Led Team Learning in Chemistry 110 and 130.

1g. Expand efforts to ensure seamless program-level articulation.

2013-14

- Modified Industrial Technology curriculum to create three-credit-hour courses that articulate with transfer programs.

2015-16

- Developed a new articulation web page to explain and expand PSC's articulation information. (PO48)

1h. Incorporate innovative technology that can enrich teaching and learning and improve technology support for students.

2013-14

- Improved Wireless access for the Mobile Math lab.

2014-15

- Implemented computer-based GED exam. (AA26)
- Implemented annual on-line FERPA training. (SA24)

2015-16

- Offered professional development workshops to support Adult Ed instructors' integration of technology in the classroom. (CED04)
- Implemented instant message and text message Library reference service for students, which allows student to ask librarians questions directly from our website, within a database, or as a text message. (AA46)
- Purchased and configured 83 iPads, 2 charging carts, and dedicated wireless technology for the Math program. (FA64)
- Completed technology improvements related to the renovation of TWL building for the truck driver program, including installation of new network and phone cable runs, television, security cameras, and satellite connection. (FA65)
- Implemented Desire to Learn (D2L) mobile solution; completed testing, trained faculty, and prepared user materials. (FA66)
- Upgraded approximately 10 student computer labs to Windows 10 and Office 2016. Each workstation also received an upgraded hard drive and additional memory. (FA67)

- Upgraded workstations in the music lab (3180), including the operating system, hard drive, and memory; a music equipment adapter box was purchased for each workstation. (FA68)
- Implemented the Respondus Lock Down browser, a custom browser that locks down the exam environment for D2L, which prevents students from copying, printing, accessing other applications, or visiting other websites during an online exam. (FA69)

2016-17

- Received HLC approval to offer distance education courses and programs. (AA25)
- Began offering non-credit students other online learning options in addition to Ed2Go. (CED27)
- Implemented Single Sign-On authentication, which enables students and faculty to use one user account and password for their primary systems.
- Integrated ALEKS Math Placement test. (FA70)
- Renovated the music lab, replacing windows-based PCs with Macintosh computers.
- Implemented Student Finance Self Service to improve online access to student's account information. (FA14)
- Implemented Colleague Self Service for Financial Aid to provide students with an online platform to apply for aid, submit documentation, and select an award. (FA57)
- Implemented electronic transcript services to provide more efficient and cost-effective service to students. (SA25)
- Installed Virtual Desktops in select student labs to improve processing power and centralized management of the labs.

ii. **Develop new ways to engage and communicate with students.**

2013-14

- Developed videos to showcase career-tech opportunities in HVAC, Welding, and Industrial Mechanic.

2014-15

- Expanded social media outreach to students by developing Instagram, Pinterest and over 15 individual Facebook pages for departments and student clubs. (PO24/25/33)
- Added a videographer/photographer position to expand our in-house capacity to create engaging, high quality videos to promote academic programs and events on campus. (PO39)
- Provided an opportunity for interested TRiO-SSS students to participate in an annual service learning project. (SA47)

2015-16

- Formalized and promoted PSC Twitter account that has over 900 followers. (PO26)
- Featured current student accomplishments via videos, press releases and social media as part of the "Be a Pioneer" campaign. (PO64)
- Created PSC Dual Enrollment Facebook page. (AA42)
- Established Hispanic student cohort and engaged them with regular targeted communications. (SA70)
- Expanded the number of student clubs/organizations from 18 in 2014/15 to 24 in 2015/16 to increase student engagement. (SA19)
- Moved from a print catalog to an online catalog to be more sustainable and to enable more frequent updates so accurate information is available to students. (AA49)
- Developed videos to showcase Career and Technical Education (CTE) opportunities in Nursing and Automotive Technology. (PO65)

2016-17

- Held art exhibit "Owindifur Expressions" showcasing art from Ghana, in partnership with Chicago Heights Sister Cities Program. (PO52)
- Revised the Student Code of Conduct and communicated changes to the campus community. (SA85)

GOAL 2:

SECURE NEW FUNDING SOURCES WHILE EFFECTIVELY MANAGING AND ALLOCATING CURRENT FISCAL, PHYSICAL AND HUMAN RESOURCES TO ALIGN WITH STRATEGIC GOALS.

Strategies:

2a. Secure new sources of funding.

2013-14

- Secured funds to renovate the tennis courts and soccer fields.
- Secured an additional \$20,000 federal grant to expand the manufacturing non-credit bridge pathway to post-secondary study.
- Signed contracts with 42 new clients in the Conference Center.
- Hired a Manager of Grant Services to research, coordinate, and monitor grants college-wide.
- Secured \$274,000 to take the lead in developing and managing Construction Business Development Centers that help disadvantaged businesses qualify to bid on government construction projects. Total amount of \$579,000 is shared between four colleges and can be renewed annually for 12 years. Funded by ICCB via the Illinois Tollway Authority.
- Joined a network of 21 community colleges awarded a TAACCCT grant, which secured \$525,000, over three years, for PSC to develop an advanced manufacturing program; \$215,000 in equipment was purchased on site for our manufacturing labs.
- Signed new telecommunications service contracts with AT&T, saving \$10,000 per month.
- Implemented State Comptroller's IDROP (Collection) program to improve College collections.

2014-15

- Established the Resource Development Committee to secure additional funding through partnerships, sponsorships, and donations. Through these efforts, PSC received \$250,000 from Barnes & Noble that was used to update AV equipment in the auditorium and nearly \$130,000 from Franciscan St. James to renovate the tennis courts. (PO31/32).
- Identified four additional sources of external funding to support Adult Ed programs and received funding for two at \$5,000 each. (CED05)
- Increased Conference Center revenue by developing and implementing criteria that reduces the amount of free and discounted rentals extended to external groups. (CED29)

2015-16

- Refinanced the 2010 capital construction bonds and added \$6 million in new bond financing for 2015 to fund the upgrade of College facilities and technology. (FA62)
- Sold \$6 million in tax anticipation warrants to offset loss of state funding. (FA63)
- Obtained a TRiO/Student Support Services Grant for \$1,100,000 to continue this program on campus for another five years. (SA81)
- Obtained a TRiO/Talent Search Grant for \$1,200,000 to continue this educational outreach program for another five years. (SA80)
- Developed a new data-informed process to evaluate students' performance in adult education to meet ICCB performance measures. (CED02)
- Expanded client workshops, open enrollment events and on-site conferences to increase the number of CEU / CPDU certificates granted from 229 in FY2015 to 660 in FY16. (CED16)
- Revised the Conference Center catering menu to improve readability and increase catering orders. (CED30)
- Developed a new brochure to market rental of the Conference Center for music recital packages and distributed brochure to potential clients. (CED32)

- Received \$4.4 million in grant awards between August 2015 and August 2016. Nearly \$1.7 million in grants were applied for but not awarded between this timeframe. As of October 10, 2016, grants have been submitted and awards are pending for an additional \$105.9 million. (CED46)
- Developed and implemented a streamlined process for grants recording, monitoring and reporting that includes creation of a grants database and internal policies related to grant compliance, allowed expenditures, submission of reimbursement claims, and training of grant administrators and staff. (FA01)
- Secured funds through the St. James Partnership to cover the costs of renovating the tennis courts. (SA13)
- Conducted a Human Resources benefits review and achieved cost savings. (PO30)
- Secured IAODAPCA CEUs for the mental health conference which enabled the college to grant CEUs to alcohol and drug counselors for their participation at the mental health conference in 2015. (CED 13)
- Awarded a training agreement to provide the pre-apprenticeship Industrial Readiness Certificate Program through UAW-Ford. This customized training solution consists of three classes and is provided to the Chicago Assembly Plant and Chicago Stamping Plant. This generated approximately \$186,000 in revenue. (CED52)

2016-17

- Co-enrolled intermediate level Adult Education learners with Developmental Education courses to meet student needs during the budget impasse.
- Supplemented sustainability budget with grants, sponsorships and rebates in FY16. (FA52)

2b. **Make the budget process more transparent and allocate resources in a way that supports the College's strategic goals.**

2016-17

- Expanded the role of the Budget Council to increase transparency and shared governance. The membership was expanded from 14 people to 26 in 2017. The Budget Council now receives reports on how key college initiatives, such as assessment, program development, strategic plan goals, operation of facilities, program review, etc. are tied to the budget. The Council also annually prioritizes, for Cabinet's consideration and as part of the annual budget process, requests for new budget dollars above \$10,000.

2c. **Build the institutional capacity for evidence-based decision-making by strengthening data collection, analysis, and reporting systems.**

2013-14

- Conducted CCSSE survey to support data-driven decision-making.
- Hired a Data Analyst to meet growing demand for data.

2014-15

- Conducted CCSSE Survey and communicated key findings through Research Briefs and Open Forums. (SA34)
- Implemented a database to document and track new tasks undertaken across the College to achieve PSC's strategic plan goals. (SA37)
- Developed a student profile dashboard to facilitate access to student demographic and success data, to support Program Review, and to facilitate informed decision-making. (SA38)
- Conducted qualitative research on why students leave PSC to inform retention efforts. (SA40)

2015-16

- Expanded access to SAP Business Objects; upgraded version and purchased 200 read-only licenses. Reports can be created and placed in folders for specific groups or departments. (FA21)
- Conducted an informal student survey on the printed course schedule to ascertain student usage and preferences. (PO49)

- Developed Key Performance Indicators (KPIs) and a related dashboard to support data-driven decision-making. (SA33)
- Administered the Noel Levitz Student Satisfaction Inventory (SSI) survey to obtain student feedback on a wide range of subjects in order to improve their college experience. (SA75)
- Developed and implemented point-of-service surveys for offices that provide direct services to students to identify areas for improvement. (SA78)
- Created Institutional Research (IR) data warehouse that improves efficiency by decreasing IR personnel time spent on data extraction and validation. (SA65)

2016-17

- Administered the Noel Levitz College Employee Satisfaction Survey (CESS); key findings were identified and are being addressed. (SA77)
- Developed and launched Standard Office Operating Protocols to improve documentation of internal processes. (SA88)
- Developed and launched the Quality Assurance Review process to standardize assessment and provide a vehicle for the review of the effectiveness of administrative offices. (SA89)
- Launched Business Objects reporting tool to expand access to institutional data.

2d. **Integrate the values of sustainability into daily operations.**

2013-14

- Involved more than 300 students, faculty, staff and community in sustainability events, including: The Path to Sustainable Change and Leadership Training; Campus Sustainability Day; South Metro Higher Education Consortium's Student Sustainability Summit and Bard Center for Environmental Policy's C2C Fellows Program; The Sustainability Center's Green Speakers Series; A Series of Energy Demand Reduction Trainings; Illinois Green Economy Network's Electric Vehicle Road Trip Stop at PSC.

2014-15

- Built a butterfly garden to provide a habitat for migrating butterflies and a resource for educating students about habitat loss and the benefits of native plants. (FA43)
- Completed required criteria (integrated sustainability in the Strategic Plan and broadly into campus operations and management by developing a sustainability plan, etc.) to achieve gold level recognition under the Illinois Governor's Campus Sustainability Compact. (FA44)
- Hosted a health fair to increase awareness of health issues and to encourage a greener lifestyle for a healthier self and environment. (FA45)
- Represented PSC's sustainability program at the local, state and national level through active membership in numerous organizations. (FA47)

2015-16

- Developed a "Greening Your Curriculum" faculty workshop. Six faculty members incorporated a sustainability activity into their curriculum which provided at least 150 students with an opportunity to learn about sustainability during the 2016/17 academic year. (FA51)
- Organized climate change events, including a poster presentation fair in the atrium, where the Sustainability Club presented on how the effects of climate change can be felt around the world; 110 students participated in the events. (FA75)
- Donated 179 pounds of fresh produce, surplus crops from the PSC Community Garden, to Respond Now. (FA74)
- Held a student club summit on professional sustainability. This one-day training session for PSC's student leaders also reinforced leadership skills and promoted teamwork; 17 student leaders participated. (FA73)
- Held the final Adopt-A-Highway event, where members of the Faculty Sustainability Committee lead 20 volunteers on a clean-up of Route 1 from Vollmer Road to 183rd Street. This ended a two-year community service project. (FA72)

- Promoted PSC as a smoke/tobacco free campus through various channels, including a “Clear the Air” event which promoted PSC’s policy on tobacco use and educated 48 students about the positive health effects of quitting smoking. (FA71)
- Developed and offered a “Green Speaker Series” to PSC students and employees; 130 students learned about sustainability and related career opportunities. (FA61)

2016-17

- Constructed an outdoor fitness area for student and community use. (FA76)
- Implemented online midterm verification to improve efficiency and accuracy of information reported. (SA26)

2e. **Develop strategies to recruit, hire, train, and retain highly qualified faculty and staff.**

2013-14

- Developed a formal hiring process for part-time staff and instructors in non-credit.
- Piloted faculty mentoring program for adjunct clinical nursing faculty.

2014-15

- Institutionalized faculty mentoring program for adjunct Nursing clinical faculty. (AA05)
- Instituted annual coaches’ meeting and mandatory annual CPR and Automated External Defibrillator (AED) training for all coaches and staff in Athletics. (SA14/64)
- Provided annual mandated training in FERPA, Title IX, Harassment Prevention, and Mandated Reporter for designated employees. (PO42)
- Provided training for campus staff, particularly police, to increase understanding of transgendered people and their rights, and designated a gender neutral bathroom in the main building. (PO43)

2015-16

- Evaluated the effectiveness of advertising resources for job postings; discontinued nonproductive venues and began utilizing LinkedIn. (PO60)
- Developed an instructor agreement and guidelines that are reviewed with all CED non-credit instructors as part of the onboarding process. (CED41)

2016-17

- Improved orientation for adjunct faculty. (AA23)

2f. **Maintain and enhance campus safety.**

2014-15

- Joined the South Suburban Emergency Response Team (SSERT), a multi-jurisdictional task force that is available to assist the College in emergency situations. (PO37)
- Created a police dispatch center and added the position of Police Dispatcher to improve departmental communication and coordination. (PO18)
- Purchased and installed seven new Emergency Call Boxes and re-furbished three existing ones. (PO38)
- Improved the College’s preparedness to respond to potential student-athlete injuries and medical emergencies by purchasing an additional Automated External Defibrillator and contracting with an outside company for athletic training services at all home games. (SA63)

2015-16

- Upgraded the security camera/recording system and re-located the system to ITR offices to improve monitoring capability for officers and to provide a safe environment for students, staff and visitors. (PO15)

- Installed a security alarm system at the Matteson Area Center, including a burglar alarm and panic buttons that can be activated by employees. (PO53)

2g. Review workload and staffing levels and define service standards for everyone providing services directly to students.

2013-14

- Reorganized the Business Office to improve services to students and staff.
- Signed Higher One contract to provide outsourced financial aid/refund disbursement functions.
- Conducted customer service training for staff in the Business Office: cross-trained staff to ensure continuity of business/finance operations.

2014-15

- Created and distributed coaches' handbook to communicate departmental, PSC, and NJCAA expectations and guidelines for coaches and student-athletes. (SA58)
- Provided Interpersonal Relations and Customer Service training to support staff. (PO44)

2015-16

- Established a Service Standards Committee that is charged with developing strategies to improve student experience of college services. (PO57)
- Reallocated resources that were made available by the retirement of two administrative positions to better accommodate the needs of the institution; redistributed workloads and created a Compliance and Effectiveness Support Specialist position and created an additional staff member position in the Foundation Office. (PO62)
- Reallocated resources made available by the retirement of the Director of Advising and Disability Services to reorganize the advising office and place a premium focus on recruitment and enhanced academic advising via the creation of a new position, Manager of Academic Advising and Recruitment, and the hire of a new recruiter/advisor. (SA82)

2h. Develop strategies to improve communication and collaboration across departments and divisions.

2013-14

- Developed new Student Petition Waivers process to ensure transparency and accountability.
- Launched development of a new grant recording/compliance/reporting/archiving process in cooperation with the Grant Officer.

2014-15

- Held Registration Information Sessions for faculty and staff to improve internal understanding of the registration process. (SA30)
- Instituted Open Forums to create college-wide awareness of and dialogue about issues related to institutional research, strategic planning, accreditation, and various performance measures. (SA42)
- Improved collaboration between the Counseling and Academic Advising Center and TRiO-SSS to recruit students for TRiO and better serve new students majoring in AA/AS degrees. (SA46)

2015-16

- Initiated quarterly briefings between union leaders and the administration to have a regular opportunity to discuss issues of general concern. (PO61)
- Initiated monthly Academic Affairs town hall meetings to update faculty about issues in the division and across the college and to provide an opportunity to address faculty concerns. (AA51)

- Added a human resources section to the employee newsletter to create an additional avenue for sharing information on employee benefits, offerings, and opportunities for the college community. (PO58)
- Provided two professional development workshops to Support Staff Union members on the topics of communication in the workplace and customer service. (PO59)
- Embedded a link to the monthly Board of Trustees meeting packet in the employee newsletter in order to improve employee awareness of Board actions and to facilitate access to this information. (PO63)
- Established the Business Development Council to bring together Prairie State College entities, who engage with local businesses, to realize what business partnerships currently exist and share resources as well as best practices. (CED53)

2016-17

- Expanded Corporate Education services through collaboration with the Conference Center. (CED40)
- Began offering “Lunch and Learns,” a series of informal employee professional development opportunities. (PO56)

2i. **Implement improvements in the technology infrastructure, software, and training that would make college operations more efficient.**

2013-14

- Implemented Instant Enrollment for non-credit courses which increased use of online registration by 50%.
- Installed and repositioned routers throughout the Conference Center to improve speed and reliability of WIFI system.
- Implemented enhancement to Web Advisor for attendance verification.
- Expanded use of virtualization at the server and desktop levels.

2014-15

- Automated the student financial aid disbursement process using Higher One. This improved internal efficiency, cost effectiveness and accuracy while providing students quicker access to their financial aid award and three ways to receive their disbursements. (FA28)

2015-16

- Implemented enhancements to the Instant Enrollment process for noncredit courses, including a better duplicate checking process, improved search screens, and additional course information fields. (FA58)
- Upgraded internet and network Infrastructure. (FA59)
- Migrated to a new library management system. (AA16)

2016-17

- Migrated from the IBM-based servers to Microsoft-based servers to support administrative and academic processing. (FA07)

2j. **Enhance facility management through better space utilization, improvements, and capital planning.**

2013-14

- Centralized online posting of internal and external College wide events.
- Completed building envelope project and concrete/sidewalk repairs.
- Developed plans to improve exterior signage on the Main Campus.
- Renovated science lab safety shower.
- Upgraded select classroom/office furniture.
- Completed TWL HVAC replacement.
- Installed LED exterior lighting for the K Building.

2014-15

- Renovated the tennis courts. (FA10)
- Installed improved signage throughout campus.
- Relocated the Business Office to renovated space in the main building that includes new offices and furniture as well as a shared common space. (FA11)
- Enhanced the Halsted Street main building entrance and the Children’s Learning Center entrance with landscape improvements. (FA39)
- Installed new energy efficient baseball/softball scoreboards. (SA57)

2015-16

- Completed roofing repairs to the tech wing, dental building, Health Tech Center, and Tech Building. (FA32)
- Replaced exterior signage. (FA35)

2016-17

- Completed the demolition of J and H buildings and the vacant house on TWL property. (FA38)
- Completed autoshop improvements, including replacement of drain, air compressor, and ejector pump. (FA77/78)

**GOAL 3:
CULTIVATE NEW AND EXPAND EXISTING PARTNERSHIPS.**

Strategies:

- 3a. Cultivate new and expand existing partnerships with educational institutions, business and industry, and alumni.

2013-14

- Hosted two Business After Hours events to cultivate and strengthen relationships with the business community.
- Partnered with several community organizations using the Conference Center, including South/Southwest Suburban United Way, AT&T, South Suburban Math Bowl, and Prairie-Hills Elementary District 144.
- Partnered with the Professional Young Women’s Network (PYWN) to host a “Reality Fair” for 125 high school students.
- Partnered with the South Suburban Community Development Corporation to train 60 individuals in the building trades and entrepreneurship, using funds awarded by Chase Bank and Cook County Justice Advisory Council.

2014-15

- Expanded visibility of the Christopher Art Gallery by participating in the South Suburban Art Scene, a five-gallery collaborative that promotes joint marketing efforts and events to support the visual arts.

2015-16

- Established and convened a Dual Enrollment Advisory Council for all district high schools and PSC stakeholders in Dual Credit and Early College Initiative programs. (AA39)
- Participated in the Chicago Southland Visitor’s Bureau Ambassador’s Program to increase awareness of PSC’s Conference Center services. (CED31)
- Expanded marketing sales calls to establish strategic partnerships and grow the client base utilizing Conference Center and CED Business Solutions. (CED33)

2016-17

- Developed and piloted a Math Literacy bridge program with Bloom and Bloom Trail high schools. A math literacy course was offered in fall 2017; successful students could then enroll in a dual credit statistics course in spring.
- Partnered with Bloom Township High School District to provide CNA certificates to high school students utilizing the Early College model.

- Awarded 23 high school students from Bloom Township and Rich High School Districts with two IT industry recognized certificates utilizing the Early College model.
- The nursing program expanded their clinical sites by adding First Steps Child. (AA14)
- Expanded Early College Initiative to include Beecher High School. (SA09)
- Worked with seven new industry partners to provide credit courses and credit certificates to incumbent workers.

3b. Collaborate with partners in support of academic program development and training, resource development, student internships, and job placement.

2013-14

- Awarded \$20,000 grant from ArcelorMittal for Industrial Technology curriculum development.
- Established South Suburban Hospital as a new surgical site in the clinical rotation for sophomore nursing students.
- Awarded \$15,000 grant from Fabricators and Manufacturing (FAM) for high school summer camp to promote industrial technology and manufacturing in secondary schools
- Awarded \$5,000 grant to promote HVACR training to non-English speaking, non-traditional students.
- Partnered with Enbridge to provide scholarships and summer camps.
- Increased the number of companies who purchased corporate training programs by 42%; increased the number of workshops provided by 54%.
- Partnered with the Center for Legal Studies in Colorado to provide online certificate training programs through the Community and Economic Development division.

2014-15

- Formed a mental health advisory board with representation from local organizations to support the planning and implementation of the College's annual mental health conference. (CED14)
- Developed Women's Interview Closet and implemented vouchers to assist female student job seekers. (PO11)

2015-16

- Developed or expanded corporate partnerships with Comcast, Culver's, Coca Cola and Best Buy in support of student programming. (SA16)
- Developed a comprehensive One-Stop Center under the Workforce and Innovations and Opportunity Act (WIOA). Contracts for leases have been finalized with the Cook County Partnership, National Able and IDES. (CED48)
- PSC is supporting WIOA through staffing to assist individuals going through the process of becoming PSC students. Adult Education is a mandated partner and the Dean of Adult Ed has implemented a referral system and conducts quarterly meetings with all core partners. (CED49)
- Developed a partnership with KLLM Transport Services to provide CDL training to address the critical skills shortage of Commercial Truck Drivers; 144 students successfully obtained their CDL license with 134 successfully employed. The partnership also provided over \$150,000 in operational savings to the college. (CED50)

2016-17

- Created a job resource room at the MAC to increase employment opportunities for students. (CED26)

3c. Develop new partnerships and resources to help students overcome socio-economic barriers to success.

2014-15

- Publicized Comcast “Internet Essentials” program to help address digital divide for students without home internet access. (PO14)

2015-16

- Partnered with the Housing Authority of Cook County and One Million Degrees to provide a scholarship program for qualified students; 33 students are being served by the program. (PO51)
- Held Single Parent Awareness Day and provided information to 52 single parents on resources available at PSC and in the community to assist them with childcare and other issues. (PO50)
- Partnered with Mejer to create student job opportunities at their Flossmoor location; over 50 new hires are PSC students or alumni. (SA76)

3d. Engage local citizens, alumni, businesses and educational partners to increase community awareness of Prairie State’s strong academic programs and services.

2013-14

- Partnered with local high schools, the Little Free Library Book Exchange, Altrusa, Chicago Housing Authority and John Gavin Foundation to promote literacy.
- Increased community involvement through hosting Stroll and Roll event with South Star Services.
- Provided workforce development services to 28 new residents of Cook County, with 24 enrolling in WIA-certified training programs.
- Served 50+ certified WIA customers, with 36 obtaining industry credentials and 26 obtaining full-time unsubsidized employment with an average hourly wage of \$19.55.
- Maintained a Resource Room with open availability for Cook County residents for job search and career exploration. Of the 2,923 residents that used the Illinois workNet Center, 2,876 utilized the services offered in the Resource Room.

2014-15

- Developed social media outlets for Corporate Education, including a LinkedIn page. (CED44)
- Developed PSC history PowerPoint presentation for outreach to community groups. (PO10)
- Created PSC LinkedIn page, which has nearly 1000 members. (PO27)

2015-16

- Initiated a monthly article in the Northwest Indiana Times that focuses on PSC initiatives. (PO23)
- Increased community outreach efforts to support veterans and build awareness of PSC veterans programs (SA05)
- Developed agreements with three area organizations to market adult education programs on their websites. (CED11)
- Developed the Kids@College Go Green Earth Day community event that attracted close to 100 parents, children and community members. (CED54)

**The number in parenthesis at the end of each accomplishment denotes the related task in the strategic plan database.*