

**Quinsigamond Community College  
Strategic Directions  
2002-2007**

**A Blueprint for Achieving Institutional Effectiveness**

- 1. Offer innovative and responsive credit and non-credit programming with integrated support services that empower learners and enhance their lives.**
  - 1.1 Develop a QCC comprehensive plan of education.
  - 1.2 Review and revise all program curricula on a regularly scheduled basis for currency and market viability.
  - 1.3 Design and implement outcome assessments for curriculum and instruction.
  - 1.4 Implement an integrated Developmental Education Program as described in the Title III project
  - 1.5 Maximize flexibility in the design, delivery, and support of learning through alternative scheduling and delivery systems, e.g., weekend programming and distance education.
  - 1.6 Redesign the Library's programs, building collections, and resources to integrate learning resources substantively into the life and work of the campus.
  - 1.7 Build a comprehensive continuing education program to address the multiple needs of the lifelong learner.
  - 1.8 Develop the College at the Mall and a network of portable, low cost extension sites to meet instructional needs throughout the region.
  
- 2. Develop a collegewide model for planned growth - within an open door environment - responsive to the workplace and the continuous learning needs of an increasingly diverse student population.**
  - 2.1 Design growth strategies that blend College capacity with regional needs.
  - 2.2 Align resource allocation with the strategic priorities of the institution.
  - 2.3 Enhance the College's public image through expanded community presence and outreach to a broad range of market constituents throughout the region.
  - 2.4 Develop a comprehensive marketing and recruitment plan with targeted programmatic and collegewide enrollment goals.
  - 2.5 Expand the array of College publications to improve the availability of information about programs, policies and services, in a clear, concise, and engaging manner.
  - 2.6 Develop planning and research capabilities to support institutional priorities and assess institutional effectiveness.
  
- 3. Revise the enrollment process to emphasize the accessibility, responsiveness and support essential to recruit, enroll, and retain a diverse student body.**
  - 3.1 Reengineer the enrollment process from inquiry to graduation to deliver seamless, user-friendly services to all students in a technological environment.

- 3.2 Develop a one-stop enrollment services center to support access and achievement for students in both traditional and non-traditional studies.
- 3.3 Expand the new student assessment and orientation program to provide all learners with the tools they need to succeed.
- 3.4 Expand academic advising to provide a holistic approach to addressing students' academic challenges and personal needs as they impact on the attainment of educational and career goals.
- 3.5 Increase the accessibility of career assessment, counseling, disability services and student development programming to all students requiring such services.
- 3.6 Implement a plan of activities designed to improve student retention and completion collegewide.

**4 Develop and use technology that directly supports, facilitates, and enhances the delivery of education and service.**

- 4.1 Build a technology-friendly environment that promotes the development of curricular currency, service quality, and administrative excellence.
- 4.2 Develop the web platform to assist all college departments in the provision of education and services to our students.
- 4.3 Integrate the CARS system with administrative practices to align technology with the requirements of service delivery to our constituents.
- 4.4 Expand technological applications used to support the recruitment, enrollment and retention of students collegewide.
- 4.5 Develop and implement a plan to “seed” the Internet and increase the exposure of the College’s academic programs and services.
- 4.6 Develop a curriculum of staff training replete with job aids to enhance the effectiveness of all technology deployed on the campus.
- 4.7 Expand the capability for use of satellite downlink, cable, and video conferencing to support instruction and professional development.

**5 Enhance the professional experience and work culture for all Quinsigamond Community College employees.**

- 5.1 Refine human resource systems and functions to apply aggressive recruitment strategies, promote affirmative action, streamline the hiring process, and generate essential data.
- 5.2 Implement a comprehensive plan for employee orientation, mentoring, and staff development and training with other units of the College.
- 5.3 Develop a long-range plan to address both departmental staffing needs and imbalances in full-time to part-time faculty ratios.
- 5.4 Expand strategies to effectively integrate adjunct faculty and part-time staff into the campus community.
- 5.5 Implement a revised governance structure to improve collegial involvement, procedural efficiency, and institutional impact.
- 5.6 Develop a comprehensive customer satisfaction program collegewide to reinforce the QCC approach to customer service.
- 5.7 Integrate a multicultural perspective throughout the institution to support the growth and appreciation of diversity among faculty, staff, and students.

5.8 Develop an environment supportive of campus cohesion, integrative management, and effective business systems to build team spirit and strengthen collegewide engagement in key initiatives.

**6 Expand and upgrade campus facilities to transform the institutional image.**

6.1 Complete the development of the new Library/Learning Resource Center and implement a plan for the redeployment of space vacated as a result.

6.2 Complete the renovation of the new Fuller Student Center to expand programming supportive of student development.

6.3 Address the deferred maintenance priorities of the capital project list with special emphasis on the upgrading of restrooms, offices, classrooms, and laboratories.

6.4 Implement a plan to address HVAC issues campus wide.

6.5 Develop a plan to implement the recommendations of the Space Utilization Task Force with the inclusion of disability access, fire safety, and signage.

6.6 Expand parking and commuting options for students, faculty and staff.

**7 Secure funding stability by expanding revenue streams and ensuring the prudent distribution and redistribution of fiscal resources.**

7.1 Continue developing a comprehensive development program responsible for fundraising, alumni affairs, partnership support, and grant acquisition.

7.2 Increase corporate, public, and private partnering to support educational programs, including staffing, equipment, facilities, and scholarships.

7.3 Develop program-based alumni activities coordinated by the Alumni Executive Board to promote alumni involvement.