

Trinity Valley Community College 2015-2020 Strategic Plan Status

Overall		Student Engagement		Student Success	
Number of Goals	67	Number of Goals	9	Number of Goals	8
Green Status	41	Green Status	8	Green Status	3
Yellow Status	8	Yellow Status	1	Yellow Status	1
Red Status	18	Red Status	0	Red Status	4
Academic Success		Workforce Success		Learning Resources	
Number of Goals	10	Number of Goals	5	Number of Goals	3
Green Status	3	Green Status	5	Green Status	3
Yellow Status	0	Yellow Status	0	Yellow Status	0
Red Status	7	Red Status	0	Red Status	0
Business Operations		Finance		Facilities Management	
Number of Goals	3	Number of Goals	2	Number of Goals	2
Green Status	2	Green Status	1	Green Status	2
Yellow Status	1	Yellow Status	0	Yellow Status	0
Red Status	0	Red Status	1	Red Status	0
Technology		Human Resources		Institutional Effectiveness	
Number of Goals	4	Number of Goals	3	Number of Goals	3
Green Status	4	Green Status	1	Green Status	3
Yellow Status	0	Yellow Status	1	Yellow Status	0
Red Status	0	Red Status	1	Red Status	0
Institutional Advancement		Outreach		Community Service	
Number of Goals	3	Number of Goals	5	Number of Goals	7
Green Status	1	Green Status	2	Green Status	3
Yellow Status	2	Yellow Status	2	Yellow Status	0
Red Status	0	Red Status	1	Red Status	4
Green: Goal 90-100%		Met Yellow: Goal 75%-89% Met		Red: Goal <75% Met	

Each area is flagged with the color of their worst status.

Trinity Valley Community College does not discriminate on the basis of race, color, national origin, sex, disability or age in its programs or activities. The following person has been designated to handle inquiries regarding the nondiscrimination policies: Director of Human Resources, 100 Cardinal Drive, Athens, TX 75751, 903-675-6215, humanresources@tvcc.edu.

TVCC 2015-2020 Strategic Plan Status

Green: Goal 90-100% Met Yellow: Goal 75%-89% Met Red: Goal <75% Met						
Student Engagement						
Outcome #	Outcome Descriptions	2015 - 2016	2016 - 2017	2017 - 2018	2018 - 2019	2019 - 2020
1.1.1	Increase student satisfaction engagement in collegiate life					
1.1.2	Provide students a comprehensive, holistic college experience that will enhance their overall growth and development					
1.1.3	Increase or maintain engagement scores for the benchmark area Active & Collaborative Learning in the Community College Survey of Student Engagement (CCSSE)	N/A		N/A		
1.1.4	Increase or maintain engagement scores for the benchmark area Student Effort in the Community College Survey of Student Engagement (CCSSE)	N/A		N/A		
1.1.5	Increase or maintain engagement scores for the benchmark area Academic Challenge in the Community College Survey of Student Engagement (CCSSE)	N/A		N/A		
1.1.6	Increase or maintain engagement scores for the benchmark area Student Faculty Interaction in the Community College Survey of Student Engagement (CCSSE)	N/A		N/A		
1.1.7	Increase or maintain engagement scores for the benchmark area Support for Learners in the Community College Survey of Student Engagement (CCSSE)	N/A		N/A		
1.1.8	Develop a comprehensive system to engage students in academic advisement and career advisement from admissions to graduation					
1.1.9	Increase overall student satisfaction with their experience at TVCC					

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Green: Goal 90-100% Met
 Yellow: Goal 75%-89% Met
 Red: Goal <75% Met

Student Success						
Outcome #	Outcome Descriptions	2015 - 2016	2016 - 2017	2017 - 2018	2018 - 2019	2019 - 2020
1.2.1	Increase one-year retention rates	Green	Yellow	Green	Green	Yellow
1.2.2	Increase fall semester to spring semester retention rates	Green	Green	Green	Green	Green
1.2.3	Increase retention and persistence rate for students attending the second year after completion of the first year	Yellow	Green	Yellow	Green	Green
1.2.4	Increase one-year retention rate for students placed on academic restriction	Green	Green	Yellow	Red	Red
1.2.5	Increase retention and graduation rate of students who are Texas Success Initiative (TSI) deficient and enrolled in developmental education courses	Green	Green	Green	Red	Red
1.2.6	Increase GPA average of developmental students who access and use the services available in the Cardinal Success Center	Green	Green	Green	Red	Red
1.2.7	Increase course completion rates for students utilizing tutoring services in the Cardinal Success Center	Green	Green	Green	Red	Red
1.2.8	Improve content of web-based information for all student services related webpages	Green	Green	Green	Green	Green
1.2.9	Enhance high school students' preparedness for college level course work with college and career readiness initiatives	Green	Green	Green		

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Green: Goal 90-100% Met Yellow: Goal 75%-89% Met Red: Goal <75% Met						
Academic Success						
Outcome #	Outcome Descriptions	2015 - 2016	2016 - 2017	2017 - 2018	2018 - 2019	2019 - 2020
1.3.1	Increase the number of graduates in associate degrees and certificates each year	Green	Green	Green	Green	Green
1.3.2	Increase the success rate of students attempting developmental education in math, reading, and writing	Green	Red	Yellow	Red	Red
1.3.3	Increase the success rate of students attempting their first college level math or English course	Green	Green	Green	Red	Red
1.3.4	Increase the number of students completing the first 15 college credits and first 30 college credits	Green	Green	Green	Red	Red
1.3.5	Increase the number of core curriculum completers each year	Yellow	Green	Green	Green	Green
1.3.6	Increase the number of reverse transfer graduates each year	Green	Yellow	Red	Green	Green
1.3.7	Increase the number of students who transfer to a university after having completed 15 hours of coursework	Green	Green	Green	Red	Red
1.3.8	Increase dual credit completion rates in academic education courses	Green	Green	Green	Red	Red
1.3.9	Increase course completion rates in academic education courses	Green	Green	Green	Green	Red
1.3.10	Decrease the number of students who are placed on academic probation upon completion of the Learning Framework course	Green	Green	Red	Red	Red

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Workforce Success						
Outcome #	Outcome Descriptions	2015 - 2016	2016 - 2017	2017 - 2018	2018 - 2019	2019 - 2020
1.4.1	Increase or maintain state licensure rates for programs subject to state licensure					
1.4.2	Increase course completion rates in workforce education courses					
1.4.3	Increase completers of Occupational Skills Awards					
1.4.4	Maintain the state average of workforce education program completers that are either employed or pursuing additional education within one year of graduation					
1.4.5	Increase dual credit contact hours in CTE-workforce education courses					
1.4.6	Increase (non-credit) dual credit enrollment of students in workforce training	Removed due to changes in CNA courses				
Learning Resources						
Outcome #	Outcome Descriptions	2015 - 2016	2016 - 2017	2017 - 2018	2018 - 2019	2019 - 2020
1.5.1	Expand shared digital collections to increase usage of electronic materials in all learning resource centers (LRCs)					
1.5.2	Update the current content management system to increase access to web-based information at all learning resource centers (LRCs)					

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		Green: Goal 90-100% Met Yellow: Goal 75%-89% Met Red: Goal <75% Met				
1.5.3	Increase the usage of learning resource center-based instructional supports at all learning resource centers (LRCs)	Green	Green	Green	Green	Green

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 Yellow: Goal 75%-89% Met
 Red: Goal <75% Met

Business Operations						
Outcome #	Outcome Descriptions	2015 - 2016	2016 - 2017	2017 - 2018	2018 - 2019	2019 - 2020
2.1.1	Improve efficiency, productivity, and resources in the graphic and print design department	Green	Red	Yellow	Green	Yellow
2.1.2	Update and implement the emergency operations plan	Green	Green	Green	Green	Green
2.1.3	Update and implement the continuity of operations plan	Green	Green	Green	Green	Green
Finance						
Outcome #	Outcome Descriptions	2015 - 2016	2016 - 2017	2017 - 2018	2018 - 2019	2019 - 2020
2.2.1	Confirm adequate financing, both internally and externally to fund the College Master Plan in addition to ongoing college operations	Green	Green	Green	Green	Green
2.2.2	Expand the opportunity to leverage resources through partnerships, community organizations, and grants	Yellow	Yellow	Green	Red	Red
Facilities Management						
Outcome #	Outcome Descriptions	2015 - 2016	2016 - 2017	2017 - 2018	2018 - 2019	2019 - 2020
2.3.1	Update, prioritize, and complete projects on the master plan, as funding is approved	Green	Green	Green	Green	Green

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2.3.2	Update and complete the major projects list, as funding is approved	Green	Green	Green	Green

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Technology						
Outcome #	Outcome Descriptions	2015 - 2016	2016 - 2017	2017 - 2018	2018 - 2019	2019 - 2020
2.4.1	Maintain adequate network communications connectivity and bandwidth between the Athens and remote campuses to meet the growing technology requirements	Green	Green	Green	Green	Green
2.4.2	Maintain adequate network communications connectivity and bandwidth between TVCC and the Internet gateway to meet the growing online technology requirements	Green	Green	Green	Green	Green
2.4.3	Increase the number of interactive television (ITV) classrooms to support ITV requirements for campus-to-campus interactive instruction and the needs of our remote student population	Green	Green	Green	Green	Green
2.4.4	Improve the instructional experience for on-campus students by providing additional multimedia technology in classrooms	Green	Green	Green	Green	Green
Human Resources						
Outcome #	Outcome Descriptions	2015 - 2016	2016 - 2017	2017 - 2018	2018 - 2019	2019 - 2020
2.5.1	Enhance a culture of performance improvement by engaging faculty and staff in professional and leadership development opportunities	Green	Green	Green	Red	Red
2.5.2	Enhance and strengthen orientation for faculty and staff	Green	Green	Green	Green	Green
2.5.3	Strengthen and enhance the internal system of communication between departments, divisions, and campuses	Green	Yellow	Red	Green	Yellow

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Institutional Effectiveness						
Outcome #	Outcome Descriptions	2015 - 2016	2016 - 2017	2017 - 2018	2018 - 2019	2019 - 2020
2.6.1	Ensure the college engages in ongoing, integrated, and institution-wide planning and evaluation processes that incorporate a systematic review of institutional mission, goals, and outcomes, resulting in continuous					
2.6.2	Provide on-going support and training to ensure that assessment cycles are enforced to identify outcomes, actual outcomes are measured, results are analyzed, and actions are taken (or planned) to improve performance;					
2.6.3	Ensure the College is in compliance with all core requirements, comprehensive standards, and federal requirements, as stipulated by the Southern Association of Colleges and Schools Commission on Colleges					
Institutional Advancement						
Outcome #	Outcome Descriptions	2015 - 2016	2016 - 2017	2017 - 2018	2018 - 2019	2019 - 2020
3.1.1	Increase donations to expand support for students and the college					
3.1.2	Increase social media networking to support alumni and community contact and participation in college activities					
3.1.3	Enhance and strengthen communications, branding and marketing					

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Outreach						
Outcome #	Outcome Descriptions	2015 - 2016	2016 - 2017	2017 - 2018	2018 - 2019	2019 - 2020
3.2.1	Increase the amount of institutional financial assistance acquired for students	Green	Green	Green	Green	Green
3.2.2	Increase enrollment in high-need programs to meet or exceed THECB criteria for each plan year	Green	Green	Green	Green	Yellow
3.2.3	Increase access to and support of distance learning opportunities	Green	Green	Green	Green	Yellow
3.2.4	Increase the participation of under-represented portions of the population in academic, workforce, and non-credit community service and workforce education classes for enrollment and graduation	Green	Green	Yellow	Red	Red
3.2.5	Increase student cultural and ethnic diversity programs/activities	Green	Green	Green	Green	Green

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Community Service						
Outcome #	Outcome Descriptions	2015 - 2016	2016 - 2017	2017 - 2018	2018 - 2019	2019 - 2020
3.3.1	Increase non-credit, non-funded contact hours in community service offerings					
3.3.2	Increase non-credit funded offerings to business and industry					
3.3.3	Increase the level of community service involvement by student organizations					
3.3.4	Increase the opportunities to serve as educational resources for communities					
3.3.5	Increase the number of service learning programs and opportunities for students					
3.3.6	Increase activities at each campus to benefit seniors of the communities served					
3.3.7	Facilitate opportunities for job creation through the Small Business Development Center (SBDC)					

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Outcome #	Outcome Descriptions	Goal	Baseline	2015 - 2016		2016 - 2017		2017 - 2018		2018 - 2019		2019 - 2020	
				Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1.1.1	Increase student satisfaction engagement in collegiate life	Increase the number annually by 1%	4.05	4.09	4.40	4.13	4.39	4.18	4.26	4.22	3.59	4.26	3.29
	Provide students a comprehensive, holistic college experience that will enhance their overall growth and development	Maintain/Increase	0.94	0.94	0.94	0.94	0.97	0.94	0.96	0.94	0.25	0.94	0.91
1.1.2	Increase maintain engagement scores the benchmark area Active & Collaborative Learning in the Community College Survey of Student Engagement (CCSSE)	Maintain/Increase	48.2	N/A	N/A	48.20	48.70	N/A	N/A	48.20	47.00	48.20	47.00
1.1.3	Increase maintain engagement scores the benchmark area Student Effort in the Community College Survey of Student Engagement (CCSSE)	Maintain/Increase	50.9	N/A	N/A	50.90	51.80	N/A	N/A	50.90	46.70	50.90	46.70
1.1.4	Increase maintain engagement scores the benchmark area Academic Challenge in the Community College Survey of Student Engagement (CCSSE)	Maintain/Increase	51.4	N/A	N/A	51.40	49.90	N/A	N/A	51.40	50.20	51.40	50.20
1.1.5	Increase maintain engagement scores the benchmark area Student Faculty Interaction in the Community College Survey of Student Engagement (CCSSE)	Maintain/Increase	48.4	N/A	N/A	48.40	47.00	N/A	N/A	48.40	47.30	48.40	47.30
1.1.6	Increase maintain engagement scores the benchmark area Support for Learners in the Community College Survey of Student Engagement (CCSSE)	Maintain/Increase	53.5	N/A	N/A	53.50	50.30	N/A	N/A	53.50	51.40	53.50	51.40
1.1.7	Develop a comprehensive system to engage students in academic advisement and career advisement from admissions to graduation	100% complete by 2020	0% complete	N/A	25%	N/A	30%	N/A	50%	N/A	70%	100%	100%
1.1.8	Increase overall student satisfaction with their experience at TVCC	Increase the number annually by 1%	4.59	4.64	4.57	4.69	4.46	4.73	4.49	4.78	4.63	4.83	4.62
1.2.1	Increase one-year retention rates	By 2020, increase by 10%	45%	47%	45%	49%	43%	51%	48%	53%	48%	55%	48%
1.2.2	Increase fall semester to spring semester retention rates	By 2020, increase by 5%	73%	74%	74%	75%	75%	76%	73%	77%	74%	78%	77%
1.2.3	Increase retention and persistence rate for students attending the second year after completion of the first year	By 2020, increase by 5%	50%	51%	46%	52%	47%	53%	47%	54%	49%	55%	52%
1.2.4	Increase one-year retention rate for students placed on academic restriction	By 2020, increase by 7%	27%	28%	28%	30%	30%	31%	28%	33%	0%	34%	0%
1.2.5	Increase one-year retention rate for students placed on academic restriction	By 2020, increase by 3%	43%	43%	46%	44%	46%	45%	43%	45%	0%	46%	0%
1.2.6	Increase GPA average of developmental students who access and use the services available in the Cardinal Success Center	By 2020, average GPA will be 2.48	1.94	2.05	1.94	2.16	2.17	2.26	2.16	2.37	0.00	2.48	0.00
1.2.7	Increase course completion rates for students utilizing tutoring services in the Cardinal Success Center	By 2020, successful completion will be increased by 6%	75%	76%	73%	77%	70%	78%	77%	79%	0%	81%	0%
1.2.8	Improve content of web-based information fall student services related webpages	Maintain/Increase	4.01	4.01	4.02	4.01	4.03	4.01	4.10	4.01	4.07	4.01	4.09
1.2.9	Enhance high school students' preparedness for college level course work with college and career readiness initiatives (new baseline fall 2016 due to changes)	By 2020, increase the pass rates in college preparatory courses and/college readiness scores by 3%	3,761	N/A	N/A	N/A	N/A	3,799	4,171	3,836	0	3,874	0
1.3.1	Increase the number of graduates in associate degrees and certificates each year	Increase the number annually by 1%	1,593	1,609	1,781	1,625	1,697	1,641	1,800	1,658	1,908	1,674	1,962
1.3.2	Increase the success rate of students attempting developmental education in math, reading, and writing	Increase the number annually by 2%	60%	62%	56%	64%	41%	66%	49%	68%	0%	70%	0%
1.3.3	Increase the success rate of students attempting their first college level Math English course	By 2020, successful completion will be increased by 4%	75%	76%	75%	77%	80%	78%	81%	78%	0%	79%	0%
1.3.4	Increase the number of students completing the first 15 college credits and first 30 college credits	Maintain/Increase	3,943	3,943	3,705	3,943	3,770	3,943	4,032	3,943	0	3,943	0
1.3.5	Increase the number of core curriculum completers each year	Increase the number annually by 2%	607	619	528	632	570	644	725	657	813	670	1031
1.3.6	Increase the number of reverse transfer graduates each year	Increase the number annually by 1%	45	45	45	46	35	46	33	47	69	47	65
1.3.7	Increase the number of students who transfer to a university after having completed 15 hours of coursework	By 2020, transfers will be increased by 2%	1384	1390	1466	1395	1396	1401	1405	1406	0	1412	0
1.3.8	Increase dual credit completion rates in academic education courses	By 2020, increase dual credit academic course completion rates by 5%	94%	95%	93%	96%	95%	97%	96%	98%	0%	99%	0%

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Outcome #	Outcome Descriptions	Goal	Baseline	2015 - 2016		2016 - 2017		2017 - 2018		2018 - 2019		2019 - 2020	
				Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1.3.9	Increase course completion rates in academic education courses	Increase the number annually by 1%	76%	77%	82%	78%	78%	79%	86%	79%	81%	80%	0%
1.3.10	Decrease the number of students who are placed on academic probation upon completion of the Learning Framework course	By 2020, reduce the number of students who are placed on academic probation at the end of the semester in which they are enrolled in the Learning Framework course, change will be -5%	49%	48%	44%	47%	44%	46%	33%	45%	0%	44%	0%
1.4.1	Increase maintain state licensure rates fprograms subject to state licensure	Licensure pass rate will be maintained at above 90%	82%	90%	85%	90%	86%	90%	89%	90%	85%	90%	88%
1.4.2	Increase course completion rates in workforce education courses	By 2020, increase by 5%	82%	83%	80%	84%	85%	85%	85%	86%	84%	87%	88%
1.4.3	Increase completers of Occupational Skills Awards	By 2020, increase by 5%	51	52	64	52	61	53	26	53	15	54	49
1.4.4	Maintain the state average of workforce education program completers that are either employed pursuing additional education within one year of graduation	Maintained average of 85% above	85%	85%	85%	85%	85%	85%	88%	85%	85%	85%	85%
1.4.5	Increase dual credit contact hours in CTE-workforce education courses	By 2020, increase dual credit CTE-workforce education contact hours by 5%	8,976	9,066	30,584	9,156	56,240	9,245	63,696	9,335	103,936	9,425	112,240
1.4.6	Increase (non-credit) dual credit enrollment of students in workforce training. Courses have been moved to credit as of 2016-2017.	By 2020, increase non-credit dual credit workforce training enrollment by 5%	171	173	116	174	N/A	176	N/A	178	N/A	180	N/A
1.5.1	Expand shared digital collections to increase usage of electronic materials in all learning resource centers (LRCs)	By 2020, increase by 10%	97,976	99,936	103,548	101,934	102,694	103,973	133,997	106,052	133,743	108,173	151,916
1.5.2	Update the current content management system to increase access to web-based information at all learning resource centers (LRCs)	By 2020, increase by 5%	1,217	1,229	5,478	1,241	34,105	1,254	31,556	1,266	40,037	1,279	48,755
1.5.3	Increase the usage of learning resource center-based instructional supports at all learning resource centers (LRCs)	By 2020, increase by 5%	1,038	1,048	7,418	1,059	6,689	1,069	4,728	1,080	4,679	1,091	19,456
2.1.1	Improve efficiency, productivity, and resources in the graphic and print design department	Implement request/tracking system to complete all jobs ontime as per schedule (95% by 2020)	0%	19%	25%	38%	25%	57%	50%	76%	75%	95%	75%
2.1.2	Update and implement the emergency operations plan	Complete implementation by end of FY2016	70%	100%	100%	100%	95%	100%	100%	100%	100%	100%	100%
2.1.3	Update and implement the continuity of operations plan	The COOP will be updated and approved over the next 1-5 years as resources permit.	on track	on track	on track	on track	on track	on track	on track	on track	on track	on track	on track
2.2.1	Confirm adequate financing, both internally and externally to fund the College Master Plan in addition to ongoing college operations	Funding adequate for College Master Plan	Funding Adequate	Funding Adequate	Funding Adequate	Funding Adequate	Funding Adequate	Funding Adequate	Funding Adequate	Funding Adequate	Funding Adequate	Funding Adequate	Funding Adequate
2.2.2	Expand the opportunity to leverage resources through partnerships, community organizations, and grants	By 2020, increase by 5%	1,252,751	1,265,279	1,034,466	1,265,279	996,357	1,265,279	1,553,008	1,265,279	0	1,265,279	0
2.3.1	Update, prioritize, and complete projects on the master plan, as funding is approved	The master plan will be updated and prioritized over the next 1 -5 years as resources permit.	on track	on track	on track	on track	on track	on track	on track	on track	on track	on track	on track
2.3.2	Update and complete the major projects list, as funding is approved	The major project list is updated continually as work is completed on existing projects and new projects are added.	on track	on track	on track	on track	on track	on track	on track	on track	on track	on track	on track
2.4.1	Maintain adequate network communications connectivity and bandwidth between the Athens and remote campuses to meet the growing technology requirements	99.5% availability 90% total bandwidth used during peak daily usage between campuses	99.5%/90%	99.5%/90%	99.85%/20%	99.5%/90%	99.9%/16.7%	99.5%/90%	99.3% / 17.2%	99.5%/90%	99.1% 90%	99.5%/90%	99.2% 90%
2.4.2	Maintain adequate network communications connectivity and bandwidth between TVCC and the Internet gateway to meet the growing online technology requirements	99.5% availability 90% total bandwidth used during peak daily usage	99.5%/90%	99.5%/90%	99.53%/86.6 %	99.5%/90%	99.3%/85.5%	99.5%/90%	99.6% / 92%	99.5%/90%	99.5% 90%	99.5%/90%	99.4% 90%
2.4.3	Increase the number of interactive television (ITV) classrooms to support ITV requirements for campus-to-campus interactive instruction and the needs of our remote student population	Add at least one room and upgrade any over five years old.	10	11	12	11	12	11	11	11	0	11	0
2.4.4	Improve the instructional experience for on-campus students by providing additional multimedia technology in classrooms	90% of all classrooms will have multimedia capability	95.6%	90.0%	95.7%	90.0%	95.7%	90.0%	95.7%	90.0%	90.0%	90.0%	90.0%
2.5.1	Enhance a culture of performance improvement by engaging faculty and staff in professional and leadership development opportunities	Enhance a culture of performance improvement by engaging faculty and staff in professional and leadership development opportunities		75%		100%		100%		100%		0%	100%
2.5.2	Enhance and strengthen orientation faculty and staff	By 2020, increase by 5%	4.08	4	4	4.09	4.08	4.13	4.31	4.17	N/A	4.22	N/A
2.5.3	Strengthen and enhance the internal system of communication between departments, divisions, and campuses	By 2020, increase by 5%	3.60	4	4	3.68	2.88	3.71	2.31	3.75	3.45	3.79	3.27
2.6.1	Ensure the college engages in ongoing, integrated, and institution-wide planning and evaluation processes that incorporate a systematic review of institutional mission, goals, and outcomes, resulting in continuous improvement in institutional quality and demonstrating the institution is effectively accomplishing its mission	Planning meetings, LEAPs and AOs reviewed and updated, and strategic plan updated annually	on track	on track	on track	on track	on track	on track	on track	on track	on track	on track	on track

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Outcome #	Outcome Descriptions	Goal	Baseline	2015 - 2016		2016 - 2017		2017 - 2018		2018 - 2019		2019 - 2020	
				Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
2.6.2	Provide on-going support and training to ensure that assessment cycles are enforced to identify outcomes, actual outcomes are measured, results are analyzed, and actions are taken (planned) to improve performance; changes, if needed, are made based on the information collected	Division Chairs, Director's, and above will be 100% trained on the use of Xitracs Assessment and Program Modules		80%	95%	100%	100%	100%	100%	100%	100%	100%	100%
2.6.3	Ensure the College is in compliance with all core requirements, comprehensive standards, and federal requirements, as stipulated by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) Principles of Accreditation	100% Compliance	on track	on track	on track	on track	on track	on track	on track	on track	on track	on track	on track
3.1.1	Increase donations to expand support for students and the college	By 2020, increase by 4%	118,680	119,630	152,159	120,579	767,941	121,529	1,730,435	122,478	2,822,742	123,428	550,114
3.1.2	Increase social media networking to support alumni and community contact and participation in college activities	By 2020, increase by 5%	1598	1614	2092	1630	2133	1646	2476	1663	1432	1680	1432
3.1.3	Enhance and strengthen communications, branding and marketing	Establish and communicate brand standards guide to the entire organization to utilize as a tool to maintain the integrity of the TVCC brand.	0%	100%	80%	100%	80%	100%	80%	100%	80%	100%	80%
3.2.1	Increase the amount of institutional financial assistance acquired for students	Maintain/Increase	1,920,940	1,920,940	1,945,658	1,920,940	1,928,220	1,920,940	1,945,008	1,920,940	2,099,170	1,920,940	2,516,161
3.2.2	Increase enrollment in high-need programs each plan year	Maintain increase enrollment in high-need workforce programs by 2020.	1,683	1,700	1,654	1,717	1,897	1,734	2,463	1,751	2,696	1,769	1,553
3.2.3	Increase access to and support of distance learning opportunities	By 2020, increase by 5%	6,743	6,810	6,741	6,879	7,113	6,947	7,603	7,017	7,959	7,087	6,075
3.2.4	Increase the participation of under-represented portions of the population in academic, workforce, and non-credit community service and workforce education classes enrollment and graduation	By 2020, increase underrepresented populations workforce classes by 5%	28.18%	28.46%	27.72%	28.75%	27.44%	29.03%	25.16%	29.32%	21.29%	29.62%	21.29%
3.2.5	Increase student cultural and ethnic diversity programs/activities	Audrey Hawkins	0	1	1	1	1	1	4	1	9	1	20
3.3.1	Increase non-credit, non-funded contact hours in community service offerings	By 2020, increase by 3%	7,321	7,365	3,429	7,409	8,358	7,454	6,961	7,498	5,240	7,543	2,867
3.3.2	Increase non-credit funded offerings to business and industry	By 2020, increase by 5%	135	136	304,383	138	401,776	139	371,051	140	74	142	163
3.3.3	Increase the level of community service involvement by student organizations	Maintain increase the number of events	15	15	15	15	13	15	14	15	35	15	20
3.3.4	Increase the opportunities to serve as educational resources for communities	By 2020, increase by 5%	605	611	407	617	1,458	623	1,342	630	3,263	636	3,022
3.3.5	Increase the number of service learning programs and opportunities for students	Maintain number of programs and opportunities	18	18	48	18	28	18	33	18	10	18	10
3.3.6	Increase maintain activities at each campus to benefit seniors of the communities served	Maintain increase the number of gold cards sold annually	34	34	31	34	38	34	12	34	22	34	18
3.3.7	Facilitate opportunities job creation through the Small Business Development Center (SBDC)	Facilitate opportunities for job creation through the Small Business Development Center by averaging the creation of 45 jobs per year in the TVCC service area between 2015 and 2020.	0	45	44	90	70	135	69	180	65	225	49