

Continuous Improvement Process

FRAMEWORK FOR

GREAT

Mission

Vision

Community

Employees

Quality Education

Radical Hospitality

Student Success

CORE VALUES

Advisory Committees

President's Advisory Council

RCC Board of Trustees

Senior Leadership Team

Community Survey

Faculty/Staff Survey

☆ President ☆

Presidential Initiatives
2020/21 - 2021/22 - 2022/23

SUB-INITIATIVES (every year)



Operationalization

Institutional Effectiveness Plan (Good to Great Reports)



Mission

To provide educational and training opportunities that make a positive change in the lives of students and the community.

Vision

To be the premier educational resource for helping the people of Randolph County achieve their career goals and personal dreams.

Core Values/Strategic Focus Areas

Community

- We are dedicated to community partner collaborations that help the College effectively plan, evaluate, and implement programs that reflect the changing needs of Randolph County, as well as making our facilities available for community use and having a physical presence throughout the county.

Employees

- To strengthen our mission, we value our employees and encourage their personal, career, and professional development.

Quality Education

- We are committed to a high educational standard, grounded in data analysis, assessment, and student achievement outcomes.

Radical Hospitality

- We are dedicated to creating an experience for students and employees that is exemplified by exceptional customer service, professionalism, and servant leadership.

Student Success

- We are committed to the success of students through a holistic model built on case management and student support services leading to persistence, retention, and completion.

RCC's mission statement defines the purpose of the college while vision provides a guiding light. The language of the mission statement focuses upon RCC's commitment to lifelong learning and workforce preparation. RCC's goals are broad statements of desirable outcomes derived from the mission statement and usually stay in place three years. President's Initiatives are areas for emphasis from the President, which provide focus and direction for the college. RCC's Board of Trustees review the mission, vision, and core values every three years in alignment with the President's goal development process.

For the 2020-2023 initiatives, the first year's goals were established to reflect the changing environment surrounding the COVID-19 pandemic and the best ways to support students and employees in an ever-changing world of remote learning and working. Subsequent goals were then established for 2021-2023 to complete the three-year cycle.

2020-2021 Presidential Initiatives & Strategies

Community - Be Change Agent to Help Randolph County Rebound from the Pandemic

- Employ our Small Business Center's resources to aid small businesses in their recovery efforts.
- Update website to better keep the community and prospective students apprised of the opportunities available at RCC for educational and career development.
- Utilize community input to identify new emerging training/educational needs in response to COVID-19.

Employees - Utilize the Right Balance of On-Site and Telecommuting Responsibilities

- Survey faculty and staff to identify any obstacles to productivity that RCC can improve.
- Collect, analyze, and evaluate data to determine best practices for delivering instruction and support services (e.g., virtual, face-to-face, blended) to students.
- Institute a telecommuting policy with clear guidelines for work schedules that are clear, equitable, and appropriate.

Quality Education - Take Online Instruction from Good to Great

- Create professional development opportunities for faculty and staff to address gaps with online instruction and delivery of services.
- Explore, identify, and implement ways to enhance innovative, technology-enabled, student-centric approaches to online instruction.
- Use CARES Grant funding to pay for specialized virtual training to help faculty learn new skills in educational delivery methods.

Radical Hospitality – Create a Campus Environment Even More Diverse, Equitable, & Inclusive

- Develop a cultural diversity lecture series for the college and community.
- Reinvigorate the Minority Male Mentoring Program.
- Offer more professional development opportunities for faculty and staff specifically related to diversity, equity, and inclusion.
- Revise BLET curriculum to include more updated diversity and de-escalation training for local law enforcement.
- Develop strategies to evaluate the content of courses to ensure diversity and inclusion within the material and resources utilized for instruction, making changes accordingly.

Student Success - Support Students Utilizing Proactive Intercession, with Both On-Site and Online Student Support Services

- Integrate Aviso software and the lessons learned from our experience in the FITW grant to better enable tracking at-risk students and interceding on their behalf.
- Institute the coaching model across all instructional divisions, including both credit and noncredit, to provide personalized guidance and coaching for students.
- Implement a Student Assistance Program (SAP), similar to our Employee Assistance Program (EAP), as an extension of the student services we provide on campus.
- Create a holistic support network that combines technology and programming with community services to connect students with comprehensive resources that help to alleviate barriers to success.

2021-2023 Presidential Initiatives & Strategies

Community - Support the Development of Excellent Educators in Randolph County

- Build an Early Childhood teacher pipeline through our Pfeiffer University collaborative program.
- Add additional articulation agreements with other Colleges.
- Survey the Early Childhood's Program's advisory board for insight on partnerships with other organizations in the county.
- Provide teacher renewal classes through Workforce Development after specifically asking both school systems what they need.

Employees - Enhance the recruitment, retention, and development of "Great" faculty and staff at Randolph Community College

- Recruit
 - Continue to ensure our hiring processes focus on hiring people who are passionate about the specific mission of the College to create opportunities and change lives.
 - Create a DEI standing committee to promote diversity, equity, and inclusion on all of our campuses among faculty, staff, and students as we continue to foster a safe place where all are welcomed in an inclusive learning environment.
- Retain
 - Work through the NC Community College System, using legislative priorities, to raise faculty and staff salaries.
 - Continue to offer flexible work arrangements (fitness benefit, remote work, etc.) that promote a positive work environment.
- Develop
 - Provide professional development opportunities for faculty and staff.
 - Use available resources and input to identify future leaders and encourage opportunities for leadership development, such as PELA, NCCCLP, etc.
 - Train hiring managers in all aspects of supervision.

Quality Education - Provide a Well-Defined User-Friendly Student Experience that Provides Career Confidence and Clear Pathways for Continuous Learning Opportunities

- Implementation of the QEP
- Collaboration with four-year universities for additional pathways
- Fully utilize Success Coaches, Career Coaches, Student Services Counselors, and Faculty Advisors in assisting students with career guidance and the development of pathways, including adding a Workforce Development Success Coach.

Radical Hospitality - Increase the Number of High School Seniors Attending RCC by Enhancing the Enrollment Experience through Improved Access to Admission, Enrollment, and Financial Aid Information

- Cross training staff on FAFSA/applications/student planning.
- Implement a registration completion initiative with high school students with an incentive for completion and also offer virtual options.
- Identify at-risk populations to be tagged in AVISO so coaches/liaisons can give extra effort to those groups.

Student Success - Increase the Retention of First Year College Students

- Target first year college students with a last dollar scholarship awarded to second year students in the fall (auto-award process).
- Continue RCC's focus on the "whole" student using such valuable resources as:
 - Wellness coaching
 - SAP assistance
 - Single Stop