JALC

Strategic Long-Range Plan
Institution Outcomes Report

2023 - 2024

JOHN A. LOGAN COLLEGE

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JOHN A. LOGAN COLLEGE
CORE INSTITUTIONAL STATEMENTS

Vision

Through innovation and equitable learning opportunities, John A. Logan College will be a College of excellence that inspires growth, cultivates learning, and promotes cultural understanding.

Mission

To enrich lives through learning and community engagement.

Core Values

STUDENT-CENTERED: We are committed to providing quality learning opportunities and assisting students at each step in their educational journey.

INTEGRITY: We are committed to creating trust and confidence in our college community that acts with honesty and forthrightness, holding ourselves to high academic and ethical standards.

RESPECT: While recognizing and valuing the dignity and uniqueness of every person, we are committed to creating a positive community where everyone is appreciated and considered for their contributions and performance.

COMMUNITY: We are committed to cultivating partnerships within the community for the mutual benefit of the College and the southern Illinois region.

OPTIMISM: We are committed to looking at things with a positive eye and an open mind, trying to see the good in things first. Everything we do is with an effort to foster a positive environment, even in the toughest challenges.

Philosophy

John A. Logan College believes in the inherent worth and dignity of the individual. Derived from that belief is the concept that education is important to the cultural, intellectual, and social enlightenment of the individual, that high-quality educational opportunities are the right of the citizens to whom the College belongs, and that education is vital to the area's economic growth. Because our citizens have worth, dignity, and potential regardless of their age, economic status, or social station, the College assumes the obligation to serve its citizens through an open-admission concept with lifelong learning opportunities.

Within the limits of the College's ability to attain and maintain a solid financial base, it is ready and eager to provide low-cost traditional and non-traditional education opportunities whenever, wherever, and however, they are needed by the citizens to improve the quality of their lives.

JOHN A. LOGAN COLLEGE
FY 2024 INSTITUTIONAL GOALS

1. Cultivate a healthy and safe community that fosters learning and productivity.

2. Define and use data to support student success and institutional decision-making.

3. Implement practices that promote JALC core values of student-centered, integrity, respect, community, and optimism.

4. Position JALC as a strategic partner for the betterment of southern Illinois.

5. Provide internal and external communication that is consistent and accurate.

6. Support a diverse, equitable, and inclusive environment that employers individuals to perform at the highest level.

INSTITUTIONAL GOALS

FY 2024 End-Of-Year Results

End-of-Year FY24: Year 2 - SLRP Goals

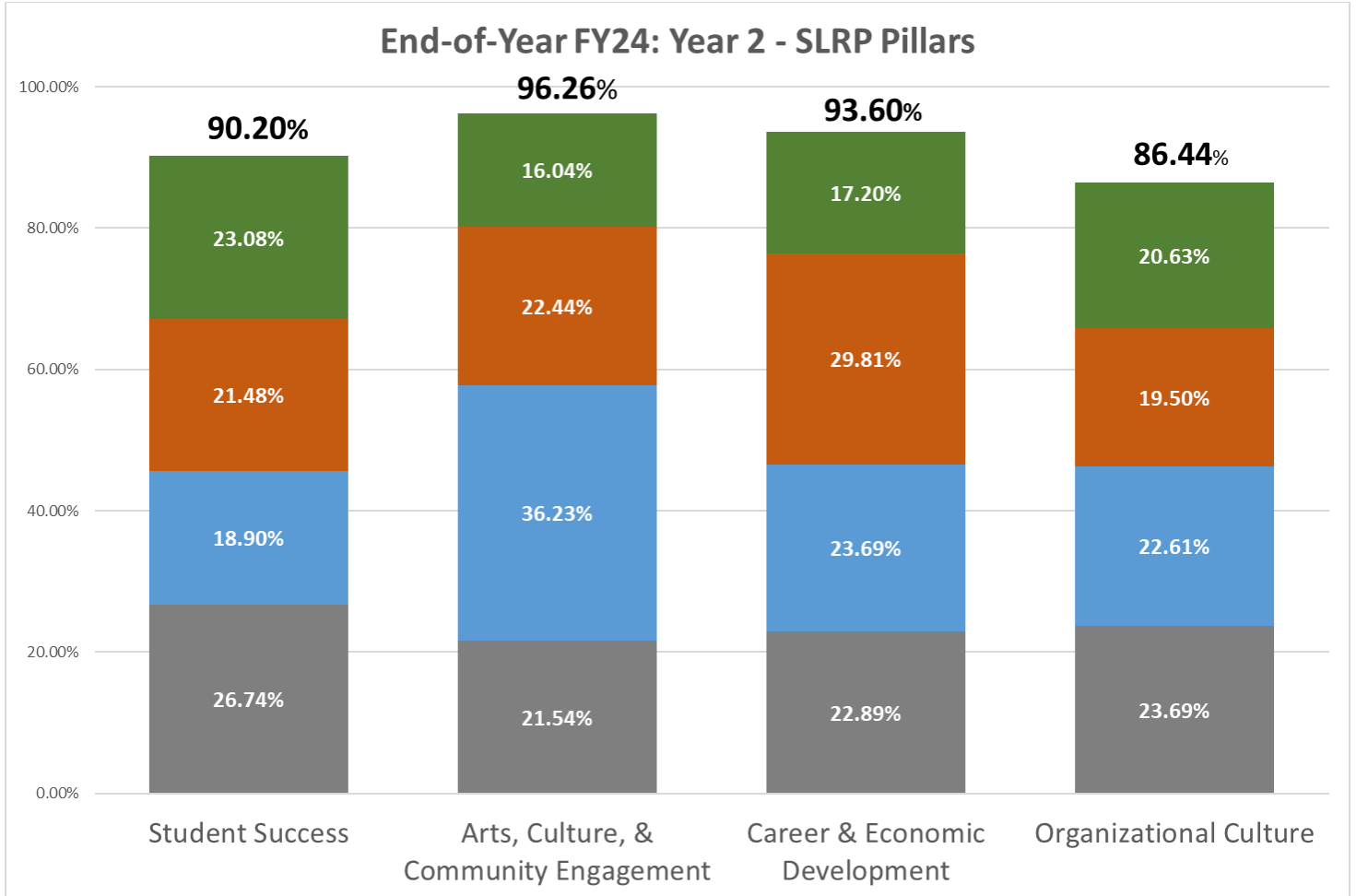|	Goal 1	Goal 2	Goal 3	Goal 4	Goal 5	Goal 6
Total	89.84%	89.93%	87.62%	93.64%	84.44%	92.01%
Green	17.26%	24.77%	22.76%	20.02%	23.05%	18.07%
Orange	20.51%	22.02%	20.86%	22.72%	21.93%	21.62%
Blue	26.66%	17.77%	19.80%	26.89%	19.87%	23.44%
Gray	25.41%	25.37%	24.20%	24.01%	19.59%	28.88%
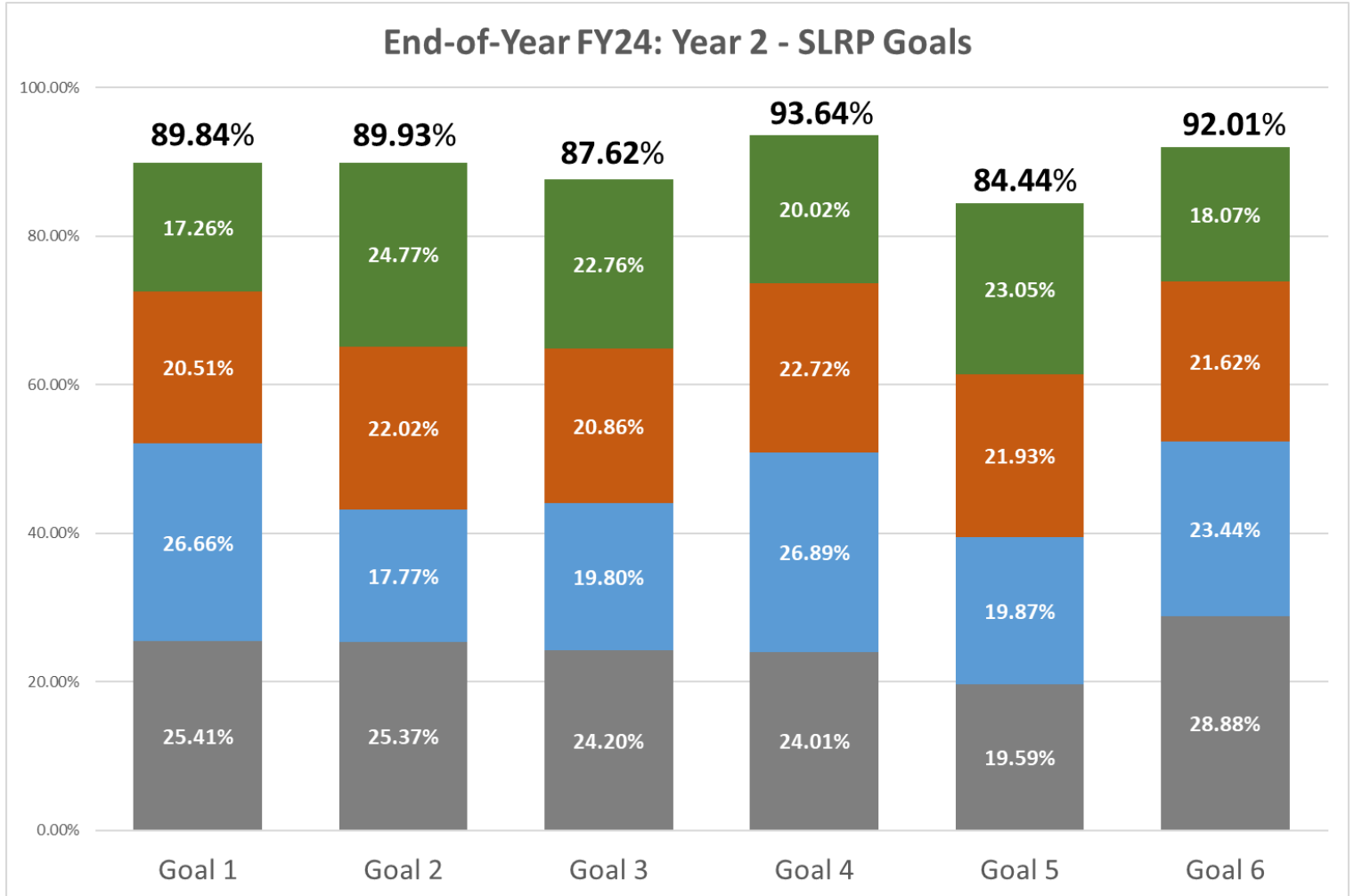
Strategic Long-Range Plan Pillars

Student Success	Arts, Culture, and Community Engagement	Regional Career and Economic Development	Organizational Culture
• Champion student success through a commitment to access, diversity, equity, and inclusion. • Improve student persistence, completion, transfer, job placement, and lifelong learning. • Deliver excellent academic programs that adapt and respond to student and community needs. • Provide innovative services and technologies to meet the changing needs and expectations of students.	• Foster an equitable and inclusive community which enhances life through arts, culture, and community engagement. • Be a regional leader in community engagement through opportunities to attend cultural programming, exhibits of fine and performing arts, athletic events, and enhanced offerings for health and wellness. • Deliver responsive programming to support life-long learning.	• Promote equity and inclusion principles and practices in economic development activities. • Provide training and education consistent with regional workforce needs. • Partner with local and state entities to attract, expand, and retain businesses in southern Illinois. • Collaborate with community and business partners to advance regional economic impact and workforce development.	• Demonstrate a culture of service excellence by incorporating our core values of student-centered, integrity, respect, community, and optimism. • Promote a safe and healthy work environment that emphasizes active listening, open communication, and collaboration. • Value and promote diversity and inclusion. • Empower employees through continuous improvement and learning opportunities. • Improve and enhance processes and technology to support employees and operations.

STRATEGIC PILLARS

FY 2024 End-Of-Year Results

End-of-Year FY24: Year 2 - SLRP Pillars

Student Success: 90.20%
- 26.74%
- 18.90%
- 21.48%
- 23.08%

Arts, Culture, & Community Engagement: 96.26%
- 21.54%
- 36.23%
- 22.44%
- 16.04%

Career & Economic Development: 93.60%
- 22.89%
- 23.69%
- 29.81%
- 17.20%

Organizational Culture: 86.44%
- 23.69%
- 22.61%
- 19.50%
- 20.63%

PRESIDENT'S DIVISION

Executive Officer – Dr. Kirk Overstreet, President

Key Strategy #1: **Conduct forums/convocation and in-service events to support the College's mission.**

KPI: Conduct four (4) forums by June 30, 2024.

SLRP Pillar Alignment: Student Success; Arts, Culture & Community Engagement, Career & Economic Development, & Organizational Culture

Institutional Goal: #1 Cultivate a healthy and safe community that fosters learning and productivity.
#3 Implement practices that promote JALC core values.
#5 Provide internal and external communication that is consistent and accurate.
#6 Support a diverse, equitable, and inclusive environment.

Action Steps:

1. Plan and conduct two forums and update the College community on various topics.

2. Plan and conduct two convocation events, including updates on the State of the College.

3. Provide refreshments for Convocation Days.

4. Plan and conduct an all-campus in-service meeting in spring to develop tactics and review any strategies that may need revision. Continue discussions on The Main Thing and Alignment.

Strategy Achieved	Notes
Fully Met 100%	Improved communication with staff and faculty through forums/convocations and in-service events. Helps to address morale issues brought up by employee satisfaction survey in FY23.

Key Strategy #2: **Support and encourage cultural events on the JALC campus, including student-based events that foster arts and culture in the southern Illinois region.**

KPI: Success in scheduling and executing events on a quarterly basis throughout the year.

SLRP Pillar Alignment: Arts, Culture, & Community Engagement; Organizational Culture

Institutional Goal: #1 Cultivate a healthy and safe community that fosters learning and productivity.
#3 Implement practices that promote JALC core values.
#4 Position JALC as a strategic partner for the betterment of southern Illinois.
#6 Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.

Action Steps:

1. Support and attend Hunting & Fishing Days activities.

2. Support and attend AutumnFest activities

3. Support and attend the Martin Luther King (MLK) Event.

4. Support and attend Juneteenth.

5. Support and attend on-campus events.

6. Support and attend student-based events that foster arts and culture.

Strategy Achieved	Notes
Fully Met 100%	Enhanced community engagement through various events, including Hunting and Fishing Days, Juneteenth, and MLK Celebration. Turnout for these events was good and up from the prior year in many instances. All Southern High School Theater Production group was brought to Logan through a partnership with ArtSpace 304.

Key Strategy #3: Increase collaboration, cooperation, communication, and a culture of professional development.	
KPI: Provide opportunities for staff and faculty to attend, present, and participate in external and internal conferences and professional development opportunities.	
SLRP Pillar Alignment: Organizational Culture	
Institutional Goal: #1 Cultivate a healthy and safe community that fosters learning and productivity. #6 Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.	
Action Steps:	
1. Encourage and support HR in the creation of professional development modules.	
2. Attend or send representatives to HLC, AFIT, ICCTA, ICCCP, AACC, ACCT, & ACCRO.	
3. Create a CTE conference at JALC for the southern Illinois region to increase collaboration across the region between Community College colleagues.	

Strategy Achieved	Notes
Fully Met 100%	Creation of new professional development modules in HR, JALC representation at various higher education conferences, and a tour of the JALC CTE programs by ICCB Director Brian Durham.

Key Strategy #4: Develop goals for SEM, Academic Affairs, and Community Education that will continue to increase enrollment and completion benchmarks.	
KPI: Work with divisions and IER to establish the goals.	
SLRP Pillar Alignment: Student Success; Career and Economic Development; Organizational Culture	
Institutional Goal: #2 Define and use data to support student success and institutional decision-making. #3 Implement practices that promote JALC core values.	
Action Steps:	
1. Support departments and attend meetings in relation to SEM tactics and reporting.	
2. Continue supporting Academic Affairs and Community Education toward the completion of annual goals.	
3. Work directly with IER regarding data analysis and distribution throughout the year.	

Strategy Achieved	Notes
Fully Met 100%	Improved efforts and focus on improving enrollment through the creation of the SEM plan, Community Education goals, and data utilization from IER.

Key Strategy #5: Position the College as a leader in the economic development of southern Illinois
KPI: Continue to be involved in associations such as REDCO, SI Now, Chamber of Commerce, and other local entities focused on the welfare of the southern Illinois region.
SLRP Pillar Alignment: Student Success; Career & Economic Development
Institutional Goal: #2 Define and use data to support student success and institutional decision-making. #4 Position JALC as a strategic partner for the betterment of southern Illinois. #5 Provide internal and external communication that is consistent and accurate. #6 Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.
Action Steps:
1. Attend or assign representatives from the College to attend Chamber meetings.
2. Assign representatives to REDCO and other economic development organizations.
3. Attend and participate in SI NOW, Artspace 304 Board, SIWDB, and other related entities.

Strategy Achieved	Notes
Fully Met 100%	Represented the College at area chamber meetings and economic development organization meetings, SI Now, and SIWDB. Served on ArtSpace 304 Board, appointed to District Committee Chair for the Boy Scouts of America, and serve as a member of the advisory council for Behavioral Health Workforce Center.

Key Strategy #6: Increase mutually beneficial partnerships with high schools, employers, and community organizations.
KPI: Meet with area leaders and employers on a regular basis to hear their needs and provide them with support that will benefit all parties.
SLRP Pillar Alignment: Student Success; Career & Economic Development.
Institutional Goal: #4 Position JALC as a strategic partner for the betterment of southern Illinois. #5 Provide internal and external communication that is consistent and accurate.
Action Steps:
1. Meet with area high school principals and superintendents.
2. Attend IASA meetings or assign a representative from the College to attend.
3. Meet with local businesses and non-profit organizations ad-hoc to increase the visibility of the College.

Strategy Achieved	Notes
Fully Met 100%	Increased partnership with area high schools by meeting principals and superintendents. Increased visibility of the College by attending IASA meetings and working with area hospitality businesses to discuss collaborations throughout the district.

Advancement and Foundation – Staci Shafer

Key Strategy #1: **Develop partnerships with external stakeholders to further develop funding opportunities.**

KPI: 3% increase in contributions according to Business Office calculations.

SLRP Pillar Alignment: Student Success; Arts, Culture & Community Engagement

Institutional Goal: #4   Position JALC as a strategic partner for the betterment of southern Illinois.
#5   Provide internal and external communication that is consistent and accurate.
#6   Support a diverse, equitable, and inclusive environment.

Action Steps:

1.   Send out quarterly funding appeal mailing. Pair with a social media campaign.

2.   Hold quarterly Retiree Events.

3.   Add 100 members to the Alumni Association.

4.   Host Legacy Planning luncheon.

5.   Secure major gift for the Mezzanine Project.

Strategy Achieved	Notes
Partially Met 95%	Held funding opportunities with external stakeholders with social media campaigns, quarterly retiree events, and legacy planning luncheons. Added more than 100 members to the alumni association. Secured a significant gift for the Mezzanine project from Banterra Bank.

Key Strategy #2: **Increase awareness of scholarships and grant opportunities.**

KPI: Increase total completed scholarship applications by 5% over the prior year based on the Award Spring Scholarship Management dashboard.

SLRP Pillar Alignment: Student Success; Arts, Culture & Community Engagement

Institutional Goal: #2 Define and use data to support student success and institutional decision-making.
#5   Provide internal and external communication that is consistent and accurate.
#6   Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.

Action Steps:

1.   Host a Subs and Scholarship Event.

2.   Host a Scholarship Info session for parents.

3.   Conduct a presentation in the Orientation class.

Strategy Achieved	Notes
Fully Met 100%	Hosted scholarship and grant opportunity awareness events: Subs & Scholarship; Parent sessions; Presentation on assistance available during orientation class.

Key Strategy #3: **Increase access to financial resources.**
KPI: Develop a tool to measure the number of students who receive financial assistance through the Advancement & Foundation Office.
SLRP Pillar Alignment: Student Success; Arts, Culture & Community Engagement
Institutional Goal: #3   Implement practices that promote JALC core values. #4   Position JALC as a strategic partner for the betterment of southern Illinois. #5   Provide internal and external communication that is consistent and accurate. #6   Support a diverse, equitable, and inclusive environment.
Action Steps:
1.   Create a mechanism to track scholarships, grants, and emergency funding given to students.

Strategy Achieved	Notes
Fully Met 100%	Created a mechanism for tracking scholarships, grants, and emergency funding provided to students.

Athletics – Greg Starrick

Key Strategy #1: **Improve tracking student-athlete academic performance.**

KPI: Athletics Department monitoring student success.

SLRP Pillar Alignment: Student Success

Institutional Goal: #1 Cultivate a healthy and safe community that fosters learning and productivity.
#2 Define and use data to support student success and institutional decision-making.

Action Steps:

1. Provide bi-weekly reports completed by the Athletic Academic Advisor.

2. Athletic coaches and athletic academic advisors will monitor the study table area for student-athletes.

3. Collaborate with the Student Success Center and provide more tutoring for student-athletes.

4. Have weekly communication with instructors.

Strategy Achieved	Notes
Fully Met 100%	First year of ultizing an athletic advisor, overall GPA of 3.46. Nikki Brooks spoke with athletes at the beginning of Fall to discuss the various tutoring services available. Communication between athletes and instructors has been better this year than in prior years.

Key Strategy #2: **Create more emphasis on keeping current with JALC Athletic websites.**

KPI: Monitoring social media on a regular basis.

SLRP Pillar Alignment: Student Success; Arts, Culture, & Community Engagement; Organizational Culture

Institutional Goal: #1 Cultivate a healthy and safe community that fosters learning and productivity.
#2 Define and use data to support student success and institutional decision-making.

Action Steps:

1. Utilize the Marketing Department to update websites.

2. Use College resources to help coaches update and maintain their specific websites.

3. Coaches to update social media more frequently.

Strategy Achieved	Notes
Fully Met 100%	JALC athletics social media and website updating have improved through the efforts of this strategy.

Key Strategy #3: Athletic Fundraiser
KPI: Community Engagement.
SLRP Pillar Alignment: Student Success; Arts, Culture, & Community Engagement; Organizational Culture
Institutional Goal: #2   Define and use data to support student success and institutional decision-making. #3   Implement practices that promote JALC core values. #4   Position JALC as a strategic partner for the betterment of southern Illinois. #5   Provide internal and external communication that is consistent and accurate. #6   Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.
Action Steps:
1.   Increase visibility by coaching staff at local events.
2.   Increase social media for their sport.
3.   New campus and fundraisers as a whole department and individual sports.
4.   Increase community engagement for athletes.
5.   Create a new fundraiser event.

Strategy Achieved	Notes
Fully Met 100%	Coaches made numerous appearances at community and local events. Athletic programs had a great year with their social media engagement. Each sport successfully hosted camps and fundraisers this year. A new fundraiser was created in August to introduce athletes and coaching staff to all supports.

Key Strategy #4: Designate a space for a student study area.
KPI: Work with new Athletic Advisor to complete this project.
SLRP Pillar Alignment: Student Success; Arts, Culture, & Community Engagement; Organizational Culture
Institutional Goal: #1   Cultivate a healthy and safe community that fosters learning and productivity. #2   Define and use data to support student success and institutional decision-making. #3   Implement practices that promote JALC core values. #4   Position JALC as a strategic partner for the betterment of southern Illinois. #5   Provide internal and external communication that is consistent and accurate. #6   Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.
Action Steps:
1.   Collaborate with Student Affairs and the new Athletic Advisor to find a central location for the study table area.
2.   Work with IT to provide the necessary resources to create a study table area.

Strategy Achieved	Notes
Partially Met 88%	The study area in F Wing has been utilized for student-athletes throughout the academic year.

Key Strategy #5: Student Orientation	
KPI: Bring in speakers to assist the student-athletes in social media, mental wellness, and JALC services available to our students, specifically tutoring.	
SLRP Pillar Alignment: Student Success; Arts, Culture, & Community Engagement; Organizational Culture	
Institutional Goal: #1 Cultivate a healthy and safe community that fosters learning and productivity. #2 Define and use data to support student success and institutional decision-making. #3 Implement practices that promote JALC core values. #4 Position JALC as a strategic partner for the betterment of southern Illinois. #5 Provide internal and external communication that is consistent and accurate. #6 Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.	
Action Steps:	
1. Schedule speakers from Security, Marketing, Student Success Center, and mental health to talk to our students.	

Strategy Achieved	Notes
Fully Met 100%	An orientation was held for all student-athletes at the beginning of the Fall semester. Topics covered included student success center, mental health, social media, and nutrition.

Key Strategy #6: Increase facility use and customer service.	
KPI: Provide 24/7 access to the Fitness Center and increase sales for FY24.	
SLRP Pillar Alignment: Arts, Culture, & Community Engagement, Career & Economic Development; Organizational Culture	
Institutional Goal: #1 Cultivate a healthy and safe community that fosters learning and productivity. #2 Define and use data to support student success and institutional decision-making. #3 Implement practices that promote JALC core values. #4 Position JALC as a strategic partner for the betterment of southern Illinois. #5 Provide internal and external communication that is consistent and accurate. #6 Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.	
Action Steps:	
1. Increase facility sales for FY24 vs. FY23.	
2. Provide 24/7 access to the Fitness Center.	
3. Repurpose vacant fitness room J220 to provide additional facility services.	

Strategy Achieved	Notes
Partially Met 92%	Increased facility sales for FY24 over FY23. Officially launched 24/7 access to the fitness center in May 2024.

Campus Police – Allan Willmore

Key Strategy #1: **Increase community policing efforts of the JALC Police Department through community engagement events and activities.**

KPI: Participation in events and activities on campus throughout the year.

SLRP Pillar Alignment: Arts, Culture & Community Engagement; Organizational Culture

Institutional Goal: #1   Cultivate a healthy and safe community that fosters learning and productivity.
                          #3   Implement practices that promote JALC core values.
                          #6   Support a diverse, equitable, and inclusive environment.

Action Steps:

1. Coffee with a Cop; Rock Game; Halloween Walk

2. Implement a liaison program with Athletics, Head Start, and Workforce Development.

3. Adoption of 10 shared principles.

4. Sponsor the Head Start Halloween Walk and Letters to Santa events.

Strategy Achieved	Notes
Partially Met 94%	Coffee with a Cop and Counselor events had a total of 147 attendees during FY24. Liaisons made contact with individuals and groups in assigned areas, strengthening communication in these areas.

Key Strategy #2: Continue improving Emergency Notification and Public Safety Systems on the JALC campus.

KPI: Completion of projects; continued monitoring of systems for improvement and repair.

SLRP Pillar Alignment: Student Success; Organizational Culture

Institutional Goal: #1   Cultivate a healthy and safe community that fosters learning and productivity.
                          #3   Implement practices that promote JALC core values.
                          #6   Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.

Action Steps:

1. Install Virtual Panic buttons in classrooms.

2. Refurbish Rescue Assistance Areas

3. Expand the Video Surveillance System and conduct monthly monitoring.

4. Expand the PA system to the exterior of campus and conduct monthly monitoring.

5. Conduct monthly monitoring of other emergency equipment (emergency towers, AEDs, first-aid kits, eye-wash stations, etc.) and repair/replace as needed.

Strategy Achieved	Notes
Fully Met 100%	Installed virtual panic buttons in all classrooms. Phones installed for rescue assistance. Cameras were replaced, and new cameras online. Phase 2 of the PA system is complete.

Key Strategy #3: Continue to improve the professional development of the JALC Police Department personnel.

KPI: Develop a yearly plan to increase staff skills and further career possibilities through participation in training and other educational opportunities.

SLRP Pillar Alignment: Career & Economic Development; Organizational Culture

Institutional Goal: #1   Cultivate a healthy and safe community that fosters learning and productivity.   #3   Implement practices that promote JALC core values.

Action Steps:
1.   Officers to attend and pass the Police Academy.
2.   Attend MTU #15 training opportunities when feasible.
3.   Attend outside training when feasible and cost-effective.

Strategy Achieved	Notes
Fully Met 100%	An officer completed the police academy, four officers attended three MTU classes, Chief of Police attended New Chiefs training, Criminal Justice Summitt, and Advanced Active Shooter Incident Management training.

Key Strategy #4: Continue developing Departmental Emergency Plans.

KPI: Completion of plans and additions to the College Emergency Plan.

SLRP Pillar Alignment: Organizational Culture

Institutional Goal: #1   Cultivate a healthy and safe community that fosters learning and productivity.   #5   Provide internal and external communication that is consistent and accurate.

Action Steps:
1.   Review collected Departmental Emergency Plans.
2.   Complete revisions of Departmental Emergency Plans.
3.   Include Departmental Emergency Plans as an attachment to the College Emergency Plan.

Strategy Achieved	Notes
Partially Met 42%	Coordinated with the Risk/Safety manager to review plans and make revisions. Ongoing project.

Capital Planning and Facility Management – Jeremy Sargent

Key Strategy #1: Develop a Facility Master Plan (FMP) to 75% completion.

KPI: Work with FMP Task Force & BHDG to develop the framework and a preliminary FMP.

SLRP Pillar Alignment: Student Success; Organizational Culture.

Institutional Goal:
- #1 Cultivate a healthy and safe community that fosters learning and productivity.
- #3 Implement practices that promote JALC core values.
- #4 Position JALC as a strategic partner for the betterment of southern Illinois.
- #6 Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.

Action Steps:

1. Form FMP Taskforce.

2. Work with BHDG Architects to develop FMP.

Strategy Achieved	Notes
Partially Met 88%	Formed FMP Taskforce and placed on the list for FY25. The facility master plan moved to FY25 due to other work related to an addendum to the current FMP.

Key Strategy #2: Provide comprehensive construction project tracking.

KPI: Implement Smartsheet construction project tracking developed in FY23.

SLRP Pillar Alignment: Student Success; Organizational Culture.

Institutional Goal:
- #1 Cultivate a healthy and safe community that fosters learning and productivity.
- #3 Implement practices that promote JALC core values.
- #4 Position JALC as a strategic partner for the betterment of southern Illinois.
- #6 Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.

Action Steps:

1. Implement the construction project dashboard on Smartsheet.

Strategy Achieved	Notes
Partially Met 50%	Preliminary framework completed. This work will require the assistance of an incoming admin assistant.

Key Strategy #3:	Improve the overall appearance of the campus.

KPI: Develop KPIs to tackle new work and improve existing work in Maintenance, Grounds, and Custodial Departments.

SLRP Pillar Alignment: Student Success; Organizational Culture.

Institutional Goal: #1 Cultivate a healthy and safe community that fosters learning and productivity.
#3 Implement practices that promote JALC core values.
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Action Steps:

1. Complete the remaining utility drawings.

2. Digitize existing drawings and organize scanned files.

3. Eliminate stained ceiling tiles.

4. Paint wall tile in a restroom.

5. Complete all life-safety-related work orders within two working days of submittal.

6. Complete classroom carpet cleaning during the fall and spring semesters.

7. Clean 10,000 square feet of carpet on campus.

8. Clean 10,000 square feet of windows on campus.

9. Mulch, hedge, edge, and trim the campus for the start of the school year.

10. Trim all branches that would cause line-of-sight problems.

11. Blow rocks back into beds and keep parking lots blown off.

12. Mulch, hedge, edge, and trim the campus fresh for graduation.

13. Mow and maintain 180 acres on campus.

14. Complete Phase I of the Administration Building landscape wall on the west side of the building.

15. Complete Phase II of the Administration Building landscape on the south side of the building.

16. Repair stump areas around the Administration Building.

17. Resurface, replant, and repair the softball field.

18. Have the College ready to open in all winter weather situations.

Strategy Achieved	Notes
Partially Met 94%	All action steps are 100% completed except for 2 and 3. Many improvements were made to the JALC Campus based on the list of action steps.

Key Strategy #4: Pursue ongoing professional development.
KPI: Attend professional development conferences.
SLRP Pillar Alignment: Student Success; Organizational Culture
Institutional Goal: #3   Implement practices that promote JALC core values. #4   Position JALC as a strategic partner for the betterment of southern Illinois. #6   Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.
Action Steps:
1.   Locate and attend two professional development conferences in person or online for Jeremy Sargent and Jeremy Mueller.

Strategy Achieved	Notes
Fully Met 100%	Training was completed for both Jeremy Sargent and Jeremy Mueller during Spring 2024.

Human Resources – Stephanie Harner

Key Strategy #1: Provide supervisor training regarding employee evaluations.

KPI: Completion of training.

SLRP Pillar Alignment: Organizational Culture

Institutional Goal: #3   Implement practices that promote JALC core values.
                      #5   Provide internal and external communication that is consistent and accurate.

Action Steps:

1. Conduct supervisor training by division regarding employee evaluations.

Strategy Achieved	Notes
Partially Met 25%	Updates to all job descriptions will continue into FY25.

Key Strategy #2: Expand the College's current onboarding process.

KPI: Documented improvements to reflect the advancement of the onboarding process.

SLRP Pillar Alignment: Organizational Culture

Institutional Goal: #3   Implement practices that promote JALC core values.
                      #5   Provide internal and external communication that is consistent and accurate.

Action Steps:

1. Participate in adjunct faculty orientation.

2. Expand current onboarding processes to include IT and Campus Police.

3. Use follow-up data from new hires to expand and improve the onboarding process.

Strategy Achieved	Notes
Partially Met 42%	The whole HR department attended adjunct faculty orientation. Conducted training on the first day of employment for new hires; including IT and Risk Manager.

Key Strategy #3: Implement a new HRIS system that will allow a more streamlined application and interview process..	
KPI: Start with applicant tracking implementation.	
SLRP Pillar Alignment: Organizational Culture.	
Institutional Goal: #3 Implement practices that promote JALC core values. #5 Provide internal and external communication. #6 Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.	
Action Steps:	
1. Continue implementation process with HRIS system Paycor.	

Strategy Achieved	Notes
Partially Met 25%	ADP has been purchased, and a kick-off meeting has been held. Full implementation will take place during FY25.

Key Strategy #4: Post all JALC position descriptions in an easily accessible location on the website.	
KPI: Start with professional staff positions and then progress to union positions.	
SLRP Pillar Alignment: Organizational Culture.	
Institutional Goal: #3 Implement practices that promote JALC core values. #5 Provide internal and external communication that is consistent and accurate. #6 Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.	
Action Steps:	
1. Create a template to ensure consistency of all position description forms, including digital signatures.	

Strategy Achieved	Notes
Partially Met 75%	75% of all job descriptions have been converted to digital. Work will continue on this process during FY25.

Institutional Effectiveness and Research – Jordan Mays

Key Strategy #1: To enrich the lives of the campus community through the use of Institutional Effectiveness and Research (IER).

KPI: Establish a mechanism for tracking IER requests and confirming that all requests are completed in a timely manner. Follow up with some "requesters" to create a baseline customer satisfaction future. Update/develop IRB process for JALC.

SLRP Pillar Alignment: Organizational Culture

Institutional Goal: #2   Define and use data to support student success and institutional decision-making.
#3   Implement practices that promote JALC core values.
#5   Provide internal and external communication that is consistent and accurate.

Action Steps:

1. Improve the measurement of activity/reports/requests with the IER Department.

2. Absorb the functions of the Institutional Review Board (IRB) into the Office of Institutional Effectiveness and Research.

3. Increase on-time completion for all state and federal reporting.

4. Improve the "customer" experience of internal constituents interacting with the Office of IER>

Strategy Achieved	Notes
Partially Met 75%	Integrated Institutional Review Board into the office of IER. Improved on-time completion of all mandatory reports.

Key Strategy #2: Increase data transparency and ease of access to data to increase decision support efforts.

KPI: Evaluate and revamp the current IR webpage. Distribute data to the JALC website, SharePoint, Teams site, and email to increase transparency to all levels of the institution. Create Dashboards that will allow static data interpretation at key times during the year (10th day & End-of-Term). Establish a training module to increase user knowledge of data items and where to find them.

SLRP Pillar Alignment: Student Success; Organizational Culture

Institutional Goal: #2   Define and use data to support student success and institutional decision-making.
#3   Implement practices that promote JALC core values.
#5   Provide internal and external communication that is consistent and accurate.

Action Steps:

1. Hold sessions, as needed, to educate end-user groups on the data available on the IER website and SharePoint sites.

2. Create a new dashboard based on course evaluation and assessment software data.

3. Create dashboards for enrollment, retention, SEM group, and student drops.

4. Create training videos for dashboards.

Strategy Achieved	Notes
Partially Met 63%	Training videos created for data posted on IER SharePoint site. Additional dashboards were created to increase access to data from internal stakeholders at JALC.

Key Strategy #3: Increase the effectiveness of student learning and assessment.

KPI: Implement Anthology Assessment software, which includes training, monitoring, and gauging effectiveness. Revamp the course evaluation process to increase participation and create a new reporting structure. Assist with data requests directly linked to evaluating the first year of the Strategic Enrollment Management (SEM) plan and the JALC Equity Plan.

SLRP Pillar Alignment: Student Success; Organizational Culture

Institutional Goal: #1 Cultivate a healthy and safe community that fosters learning and productivity.
#2 Define and use data to support student success and institutional decision-making.
#3 Implement practices that promote JALC core values.
#5 Provide internal and external communication that is consistent and accurate.
#6 Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.

Action Steps:

1. Implement Anthology Data Management System into JALC.

2. Populate assessment data into Anthology Outcomes software for assessment of student learning.

3. Provide training for faculty on assessment assignments for year one course in Anthology Outcomes.

4. Implement new Anthology course evaluation software and evaluate based on data management system data.

Strategy Achieved	Notes
Fully Met 100%	Fully implemented Anthology software to increase compliance with student learning assessment required by HLC. Software has been utilized by all full-time faculty during FY24.

Key Strategy #4: Increase the utilization of Qualitative Data.

KPI: Manage the implementation of the Climate Survey. Analyze and report results of the Employee and Student Satisfaction surveys from FY23. Increase the response rate of the Annual Student Senate Survey. Create 2 Data Walks that will be posted for additional student feedback. Work with additional departments to establish check-in and feedback surveys where needed.

SLRP Pillar Alignment: Student Success; Organizational Culture

Institutional Goal: #2 Define and use data to support student success and institutional decision-making.
#3 Implement practices that promote JALC core values.
#5 Provide internal and external communication that is consistent and accurate.
#6 Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.

Action Steps:

1. Identify and address data errors and provide reports to Admissions/Registration to correct errors more efficiently.

2. Communicate with interested staff to create a data walk on student retention.

3. Launch HEDS Climate survey for DEI Equity Plan data.

4. Report results of the Employee Satisfaction Survey to the entire campus.

5. Report results of the Student Satisfaction Survey to the entire campus.

Strategy Achieved	Notes
Partially Met 80%	Completed Climate survey. Information was integrated into the ICCB Equity Plan in May of 2024. All results of the employee satisfaction survey and student satisfaction survey were released to the JALC community.

Key Strategy #5: Stay abreast of strategic development in the area of Institutional Effectiveness and Research.
KPI: Maintain active membership in AIR & IAIR. Attend at least two virtual meetings provided by ICCB, IAIR, and other professional organizations. Attend training opportunities that are available online or in person. Attend the IAIR conference during Fall 2023, if possible, or an equivalent training opportunity (remote or in-person).
SLRP Pillar Alignment: Organizational Culture
Institutional Goal: #1   Cultivate a healthy and safe community that fosters learning and productivity.   #3   Implement practices that promote JALC core values.
Action Steps:
1.   Attend fall and spring ICCB remote meetings. Attend the annual I-AIR Conference.
2.   Present at institutional research conferences to expand knowledge and interact with members of the professional IR community.
3.   Increase knowledge and understanding of SharePoint and how to utilize it more effectively by the Office of IER.
4.   Maintain active memberships for I-AIR and AIR to access online resources and virtual training sessions provided throughout the year.

Strategy Achieved	Notes
Fully Met 100%	Members of the IER department attended state and national conferences to enhance their ability to use data utilization for decision support.

Marketing and Public Relations – Dr. Steve O'Keefe

Key Strategy #1: Align the 23/24 Marketing Plan with the Strategic Enrollment Management Plan (SEM).

KPI: The two active documents work organically to streamline messaging and maximize recruitment and retention efforts.

SLRP Pillar Alignment: Student Success; Organizational Culture

Institutional Goal: #1 Cultivate a healthy and safe community that fosters learning and productivity.
#2 Define and use data to support student success and institutional decision-making.
#5 Provide internal and external communication that is consistent and accurate.

Action Steps:

1. Review SEM and align the marketing calendar with SEM plan goals.

2. Make the updated Marketing Plan available to the campus community.

3. Analyze the data analysis of analytics to determine the success of marketing campaigns and future budgeting.

Strategy Achieved	Notes
Partially Met 83%	The marketing plan has been completed and aligned with SEM plan goals. Final edits remain but will be completed during FY25.

Key Strategy #2: Provide access to the JALC Brand Guide for all employees.

KPI: All communications from campus follow the brand guide to encourage consistent messaging.

SLRP Pillar Alignment: Organizational Culture

Institutional Goal: #1 Cultivate a healthy and safe community that fosters learning and productivity.

Action Steps:

1. Update and release brand guide in SharePoint.

2. Update brand guide and Administrative Procedures as appropriate.

3. Conduct a rebranding campaign, if applicable, to overlap with the FY25 first quarter.

Strategy Achieved	Notes
Partially Met 85%	The JALC brand guide launched February 1. A survey related to logo and branding was conducted. Focus groups will be established in FY25 to follow-up on feedback from the survey based on the results. New mascot budgeted for FY25.

Key Strategy #3: Establish Marketing/Website/Social Media Ambassadors.

KPI: The department works with one individual within each department or division to ensure all information is current.

SLRP Pillar Alignment: Organizational Culture

Institutional Goal: #5 Provide internal and external communication that is consistent and accurate.
#6 Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.

Action Steps:

1. Select six students to serve as social media ambassadors.

2. Train students to assist with the website and social media posts.

3. Align social media posts from students with SEM and Marketing Plans.

4. Purchase equipment to be used by students for video and photography.

5. Conduct bi-monthly meetings with ambassadors.

Strategy Achieved	Notes
Partially Met 85%	Hired a new coordinator of digital marketing. New student ambassadors for social media will be selected during FY25. New video equipment was purchased to assist with marketing efforts at JALC.

Key Strategy #4: Reduce the use of external agencies for video and social media production by one-half in FY24.

KPI: Plans, procedures, and individuals are in place to produce high-quality in-house videos.

SLRP Pillar Alignment: Organizational Culture

Institutional Goal: #1 Cultivate a healthy and safe community that fosters learning and productivity.
#5 Provide internal and external communication that is consistent and accurate.
#6 Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.

Action Steps:

1. Develop a position description for a marketing specialist.

2. Develop a cost-benefit analysis for the position.

3. Present position description to the President for approval and advertise the position.

4. Work with IT to determine the equipment to produce short videos and posts.

5. Eliminate the need for an outside agency for video production and social media videos.

Strategy Achieved	Notes
Fully Met 100%	Through efforts and coordination with IT and the President, the marketing department is progressing toward reducing the use of external agencies for video and social media production in FY25.

Key Strategy #5: Develop a text-message communication plan.

KPI: A campus-wide plan is in place to promote consistent communication with current students to promote retention through J1 Communication.

SLRP Pillar Alignment: Student Success; Organizational Culture

Institutional Goal:
- #1 Cultivate a healthy and safe community that fosters learning and productivity.
- #3 Implement practices that promote JALC core values.
- #5 Provide internal and external communication that is consistent and accurate.
- #6 Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.

Action Steps:

1. Research best practices in text message marketing and research law regarding mass texting.

Strategy Achieved	Notes
Fully Met 100%	Transitioned the informational text to J1 and used Omni Alert for emergencies.

PROVOST DIVISION

Executive Officer – Dr. Stephanie Chaney Hartford, Provost

Key Strategy #1: Increase headcount and credit hours.

KPI: Increase FY24 unduplicated headcount and credit hours by 1%, as indicated on end-of-term reporting compared to FY23.

SLRP Pillar Alignment: Student Success; Career & Economic Development

Institutional Goal:
- #2 Define and use data to support student success and institutional decision-making.
- #4 Position JALC as a strategic partner for the betterment of southern Illinois.
- #6 Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.

Action Steps:

1. Collaborate with academic deans to develop class scheduling that aligns with the SEM plan.

2. Collaborate with academic deans to develop new programs and courses aligned with the SEM plan.

3. Work with the Dean of CTE to build training opportunities and develop auto-enroll.

4. Track SEM Plan progress.

Strategy Achieved	Notes
Partially Met 94%	Winter session offered, off-campus classes in Carbondale and a new Phlebotomy Certificate offered in FL24. Developed two facilities technician certificates, an AAS in facilities technician, an esthetician certificate, and an institutional security certificate. Workforce Ed worked with Aisin to develop a testing program for prospective employees.

Key Strategy #2: Increase course and credential completion rates.

KPI: Increase FY24 course completion rates and the number of credentials awarded as compared to FY23.

SLRP Pillar Alignment: Student Success, Career & Economic Development; Organizational Culture

Institutional Goal:
- #1 Cultivate a healthy and safe community that fosters learning and productivity.
- #2 Define and use data to support student success and institutional decision-making.
- #3 Implement practices that promote JALC core values.
- #4 Position JALC as a strategic partner for the betterment of southern Illinois.
- #6 Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.

Action Steps:

1. Work with AVP for Institutional Effectiveness to create and implement annual Program Review.

2. Review Early Alert data with the Director of College Readiness and share information with faculty and staff.

3. Review ENG and MAT testing placement data with academic deans, subject stakeholders, and Assistant Provosts and make changes as needed for FY25.

Strategy Achieved	Notes
Partially Met 83%	Created annual program review draft. Retention focus for FY25 Strategic Plan. The new manager of Transitions will be responsible for retention.

Key Strategy #3: Update the institutional assessment model and collection of data.

KPI: Implement software and collect data for curricular and co-curricular assessment.

SLRP Pillar Alignment: Student Success

Institutional Goal: #2 Define and use data to support student success and institutional decision-making.
#6 Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.

Action Steps:

1. Implement Phase I of the new assessment model.

2. Meet and advise the institutional assessment committee.

3. Work with the Assistant Provost of Student Affairs to develop assessment strategies for Student Affairs.

Strategy Achieved	Notes
Fully Met 100%	In Spring 2024, full-time faculty collected data for one PLO. The Assessment Committee steering team set goals for the Fall 2024 kick-off and overall FY25.

Key Strategy #4: Engage internal and external stakeholders through collaboration and partnerships.

KPI: Identify new collaborative opportunities and further develop existing partnerships and engagement events. Establish a team to develop strategic promotion of academic programs and student services.

SLRP Pillar Alignment: Arts, Culture, & Community Engagement, Career & Economic Development.

Institutional Goal: #3 Implement practices that promote JALC core values.
#4 Position JALC as a strategic partner for the betterment of southern Illinois.
#5 Provide internal and external communication that is consistent and accurate.
#6 Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.

Action Steps:

1. Work with Assistant Provost of Academic Affairs & Dean of CTE to develop training opportunities for district employers.

2. Work with Assistant Provosts to coordinate the marketing of programs and services.

3. Work with Assistant Provosts and Deans to participate in community chamber meetings and civic groups.

Strategy Achieved	Notes
Partially Met 92%	Secured grant to hire new Workforce Healhcare Coordinator. Also, hired an Occupation Health & Safety Trainer. Developed new training opportunities with Aisin. Assistant provosts and the Manager of Student Life and Recruitment met two times each month with AVP of Marketing to provide ideas for programs and services that would benefit from marketing.

Academic Affairs – Dr. Nathan Arnett

Key Strategy #1: Increase enrollment by developing new courses, credentials, and schedule offerings.

KPI: Number of new courses and credentials. Offer classes and schedules in evenings, weekends, and cohort patterns.

SLRP Pillar Alignment: Student Success; Career & Economic Development

Institutional Goal:
- #3 Implement practices that promote JALC core values.
- #4 Position JALC as a strategic partner for the betterment of southern Illinois.
- #6 Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.

Action Steps:

1. Collaborate with the Dean of CTE & Workforce Training to develop 3-5 new credentials and/or programs.
2. Collaborate with the Dean of Health Sciences and Director of Nursing to develop 2-3 new credentials and/or programs.
3. Collaborate with the Dean of Arts & Sciences to develop a new Security Guard Trainer certificate.
4. Collaborate with the Asst. Provost for Student Affairs to establish the PLA process and draft PLA policy.
5. Meet with Student Affairs staff to evaluate *Fast Track* course offerings.
6. Collaborate with the Dean of CTE & Workforce Training to develop offerings in SP24 and SM24.

Strategy Achieved	Notes
Partially Met 92%	Five credentials were created for CTE & Workforce. PLA policy is fully in place. Fast track offerings for evening courses at Carbondale CHS. Training developed and offered for AISIN and General Dynamics during SP24 and SM24.

Key Strategy #2: Utilize course evaluation to improve completion.

KPI: Revise existing course evaluation instrument, distribute to students in all courses, and review data.

SLRP Pillar Alignment: Student Success; Organizational Culture

Institutional Goal:
- #1 Cultivate a healthy and safe community that fosters learning and productivity.
- #2 Define and use data to support student success and institutional decision-making.
- #3 Implement practices that promote JALC core values.
- #6 Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.

Action Steps:

1. Work with the Provost to develop an Adjunct Faculty CBA MOU to ensure that all courses are evaluated each semester (FL & SP).
2. Work with Associate Dean of Ed. Tech. and Asst. VP of IER to set up evaluation system correctly, educate faculty on the new process, and ensure faculty have access to collected data.
3. Work with Asst. VP of IER to confirm evaluation data is collected and analyzed as connected with each course. Collaborate to develop a system to recognize how data can be used in program review.

Strategy Achieved	Notes
Fully Met 100%	Student evaluations are fully functional by the end of Spring 2024. Data to be reviewed during Fall 2024 kick-off.

Key Strategy #3: Develop new assessment outcomes and collect curricular data.

KPI: Create or revise program outcomes, division outcomes, Academic Affairs outcomes, and institutional outcomes in Fall 2023 and collect assessment data in Fall 2023 and Fall 2024.

SLRP Pillar Alignment: Student Success; Organizational Culture

Institutional Goal:
#1 Cultivate a healthy and safe community that fosters learning and productivity.
#2 Define and use data to support student success and institutional decision-making.
#3 Implement practices that promote JALC core values.
#6 Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.

Action Steps:

1. Collaborate with Deans and Dept. Charis to revise/establish Program Level Outcomes (PLOs)

2. Collaborate with Deans and Dept. Charis to revise/establish Division Level Outcomes (DLOs)

3. Work with Deans and Dept. Chairs to pilot Anthology Assessment in FL23.

4. Work with Deans & Dept. Chairs to launch Phase 1 assessment and collect data in SP24.

5. Design Phase 2 assessment for FY25.

Strategy Achieved	Notes
Fully Met 100%	PLOs and DLOs were established for Deans and Chairs. Assessment software phase 1 completed. Phase 2 is designed for FY25.

Key Strategy #4: Develop new industry partnerships that are connected to academic programming..

KPI: Number of new partnerships.

SLRP Pillar Alignment: Student Success; Career & Economic Development

Institutional Goal:
#3 Implement practices that promote JALC core values.
#4 Position JALC as a strategic partner for the betterment of southern Illinois.
#6 Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.

Action Steps:
1. Collaborate with the Dean of CTE & Workforce Training to establish Workforce Training programs and degree pathways for AISIN.
2. Collaborate with Provost to ensure representation and membership with local Chamber of Commerce and Rotary clubs.
3. Collaborate with the Dean of CTE & Workforce Training to ensure that Perkins advisory committees are current and assembling.

Strategy Achieved	Notes
Fully Met 100%	Workforce training and degree pathway for AISIN implemented in SP24. All Q4 meetings for the Perkins advisory committee took place in Spring 2024.

Arts and Sciences – Joseph Dethrow

Key Strategy #1: Develop new credentials and course offerings for non-traditional students.

KPI: Number of new credentials and courses. Offer classes and schedules in the evenings, on weekends, in cohort patterns, and online learning.

SLRP Pillar Alignment: Student Success; Career & Economic Development

Institutional Goal:
- #3 Implement practices that promote JALC core values.
- #4 Position JALC as a strategic partner for the betterment of southern Illinois.
- #6 Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.

Action Steps:

1. Develop transfer *Fast Track** course offerings for FL23.

2. Develop transfer *Fast Track** course offerings for SP24.

3. Develop a Logan Spotlight (program showcase) for FL23.

Strategy Achieved	Notes
Fully Met 100%	Fast Track courses were established for FL23 and SP24. Logan Spotlight was held during the Fall 2023 term to focus on non-traditional students.

Key Strategy #2: Identify existing evaluation tools and new evaluation methods for Mary Logan High School, Logan Academy, and the Learning Resource Center (LRC). Use evaluation tools to improve completion..

KPI: Revise existing course evaluation instruments, distribute instruments to students in all courses, and review data.

SLRP Pillar Alignment: Student Success; Organizational Culture

Institutional Goal:
- #1 Cultivate a healthy and safe community that fosters learning and productivity.
- #2 Define and use data to support student success and institutional decision-making.
- #3 Implement practices that promote JALC core values.
- #6 Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.

Action Steps:

1. Identify existing evaluation tools and new evaluation methods for Mary Logan High School (i.e., 5 Essential Survey).

2. Identify existing evaluation tools and new evaluation methods at Logan Academy (i.e., Student Survey).

3. Identify existing evaluation tools and new evaluation methods for the LRC (support instructor evaluations and D2L Pre/Post Survey).

4. Work with all transfer faculty to support the regular use of the College's LMS to report all grades and attendance.

Strategy Achieved	Notes
Partially Met 75%	An evaluation tool was launched through Desire2Learn in the fall semester to evaluate all full-time and adjunct faculty in Fall 2023.

Key Strategy #3: Develop new assessment outcomes and collect curricular data for transfer education.

KPI: Create or revise program outcomes, division outcomes, Academic Affairs outcomes, and institutional outcomes in FL23 and collect assessment data in FL23 and FL24.

SLRP Pillar Alignment: Student Success; Organizational Culture

Institutional Goal: #1 Cultivate a healthy and safe community that fosters learning and productivity.
#2   Define and use data to support student success and institutional decision-making.
#3 Implement practices that promote JALC core values.
#6 Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.

Action Steps:

1. Collaborate with Department Chairs in transfer education to revise/establish Program Level Outcomes (PLOs).
2. Collaborate with Department Chairs in transfer education to revise/establish Division Level Outcomes (DLOs).

Strategy Achieved	Notes
Fully Met 100%	Program-level and division-level outcomes were identified and established in Fall 2023.

Key Strategy #4: Identify and develop new partnerships that enhance academic programming and programs (i.e., national boards, legislative bodies, internships/apprenticeships, and distance/alternative learning consortiums).

KPI: Identify existing and new partnerships.

SLRP Pillar Alignment: Student Success; Career & Economic Development

Institutional Goal: #1 Cultivate a healthy and safe community that fosters learning and productivity.
#3 Implement practices that promote JALC core values.
#4 Position JALC as a strategic partner for the betterment of southern Illinois.
#6 Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.

Action Steps:

1. Identify existing external partnerships for Mary Logan High School (i.e., ROE, public school districts, private schools).

2. Identify existing partnerships for Logan Academy (i.e., libraries, churches, soup kitchens, etc.)

3. Identify new partnerships for transfer programs in specialized degree pathways (i.e., music, criminal justice, elementary education, sociology, mathematics).

Strategy Achieved	Notes
Partially Met 75%	Existing partnerships have been identified for Mary Logan High School and Logan Academy.

Career & Technical Education and Workforce Training – Scott Wernsman

Key Strategy #1: Increase enrollment by developing new courses, credentials, and schedule offerings in CTE and Workforce Training.

KPI: The number of new courses and credentials. Offer classes and schedules in evenings, weekends, and cohort patterns.

SLRP Pillar Alignment: Student Success; Career & Economic Development

Institutional Goal:
- #3 Implement practices that promote JALC core values.
- #4 Position JALC as a strategic partner for the betterment of southern Illinois.
- #6 Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.

Action Steps:

1. Recruit students in CTE programs for Perkins assistance.

2. Recruit within the special populations as defined by the Perkins grant guidelines.

3. Create a quarterly newsletter to inform employers/citizens of opportunities provided through Workforce Training.

4. Work with CTE Recruiter/Advisor to increase enrollment in CTE programs.

5. Promote and enroll students in CTE programs who meet at least one of the qualifiers listed in the Perkins grant.

Strategy Achieved	Notes
Partially Met 85%	Seventy-nine students utilized Perkins assistance in the fall and spring semesters. The Perkins team redesigned the website for better visibility and created flyers distributed around campus. The CTE advisor made frequent trips to classrooms to enroll CTE students for the next semester.

Key Strategy #2: Utilize course evaluation to improve completion and satisfaction.

KPI: Revise existing course evaluation instrument. Distribute to students in all courses. Review data.

SLRP Pillar Alignment: Student Success; Organizational Culture

Institutional Goal:
- #1 Cultivate a healthy and safe community that fosters learning and productivity.
- #2 Define and use data to support student success and institutional decision-making.
- #3 Implement practices that promote JALC core values.
- #6 Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.

Action Steps:

1. Participate in data review of course evaluations to improve completion for Perkins-qualified students.

2. Assessment of OHS courses.

3. Engage in information/data review for qualified Perkins students to improve student success.

Strategy Achieved	Notes
Partially Met 75%	Course evaluations were completed during the Spring 2024 term. Assistance for Perkins students included textbooks, uniforms, and tool kit assistance. The loan library was a tremendous resource for CTE students.

Key Strategy #3: Develop new program-level and division-level outcomes within CTE.

KPI: Create the outcomes in FL23. Collect data in FL23 and SP24.

SLRP Pillar Alignment: Student Success; Organizational Culture

Institutional Goal:
- #1 Cultivate a healthy and safe community that fosters learning and productivity.
- #2 Define and use data to support student success and institutional decision-making.
- #3 Implement practices that promote JALC core values.
- #6 Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.

Action Steps:

1. Participate in the alignment of PLOs with the Dean of CTE and Workforce Training.

2. Collect data of Perkins students to measure the number of successful outcomes within each identified eligible group.

Strategy Achieved	Notes
Fully Met 100%	Provided faculty with training on the alignment of PLOs. An average of 79 students utilized Perkins assistance in the fall and spring semesters.

Key Strategy #4: Develop new industry partnerships connected to CTE and Workforce Training (i.e., apprenticeships/internships.

KPI: Number of new partnerships.

SLRP Pillar Alignment: Student Success; Career & Economic Development

Institutional Goal:
- #3 Implement practices that promote JALC core values.
- #4 Position JALC as a strategic partner for the betterment of southern Illinois.
- #6 Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.

Action Steps:

1. Recruit and invite new industry partners to Perkins advisory meetings.

2. Collaborate with the Office of Grants and Program Initiatives to gain partnerships for our CTE programs.

Strategy Achieved	Notes
Fully Met 100%	Advice from advisory members led to the development of new programs. Grants awarded in FY24: CRJ VR Grant ($49,840), DCEO Energy Transition Grant ($272,769), and Rev UP EV Grant ($483,508).

Health Science and Nursing – Dr. Kristin Yosanovich

Key Strategy #1: Increase promotion and advertisement to gain the maximum number of quality healthcare and nursing applicants.

KPI: Increase enrollment headcount in healthcare and nursing programs to fill vacancies to full capacity.

SLRP Pillar Alignment: Student Success; Career & Economic Development

Institutional Goal:
- #1 Cultivate a healthy and safe community that fosters learning and productivity.
- #2 Define and use data to support student success and institutional decision-making.
- #4 Position JALC as a strategic partner for the betterment of southern Illinois.
- #5 Provide internal and external communication that is consistent and accurate.
- #6 Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.

Action Steps:

1. Communicate with Student Services about recruitment.

2. Increase the applicant pool in the ADN Hybrid Program.

3. Create one new course or program in healthcare.

4. Increase social media advertising for health science programs.

5. Participate in health science and nursing recruitment events.

Strategy Achieved	Notes
Partially Met 95%	Increased the Hybrid ADN applicant pool by 45%; Accepted 16 students into ORI 212 to start spring 2024. PHB program has been approved, and students are being enrolled as of March 31, 2024. Recruited CNA students into the MDA program.

Key Strategy #2: Support student success and retention by providing internal and external services.

KPI: Evaluate course retention as related to students who seek wrap-around services for student success.

SLRP Pillar Alignment: Student Success; Career & Economic Development; Organizational Culture

Institutional Goal:
- #1 Cultivate a healthy and safe community that fosters learning and productivity.
- #2 Define and use data to support student success and institutional decision-making.
- #3 Implement practices that promote JALC core values.
- #5 Provide internal and external communication that is consistent and accurate.
- #6 Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.

Action Steps:

1. Align PATH grant services for improved use.

2. Evaluate health science and nursing program retention rates quarterly instead of annually.

3. Create an event for students to voice suggestions, comments, and improvements in nursing and health science programs.

4. Increase communication between faculty and the PATH team.

Strategy Achieved	Notes
Partially Met 94%	Improved alignment of services for students in PATH FY24. Three meetings occurred with 35 students in attendance to voice program feedback and discussion. Faculty, staff, and the PATH team continue communication to improve student success through email, verbal conversations, and faculty meetings.

Key Strategy #3: Align institutional data collection with programmatic accreditation data collection.

KPI: Identify and realign program and course data collection and outcomes with institutional data collection and outcomes.

SLRP Pillar Alignment: Student Success and Organizational Culture.

Institutional Goal: #2   Define and use data to support student success and institutional decision-making.
#5   Provide internal and external communication that is consistent and accurate.

Action Steps:

1. Meet with faculty to assist with writing program outcomes.

2. Review accreditation standards in health science areas.

3. Review accreditation standards in nursing.

4. Identify ways to standardize the paperwork process for assessment.

5. Create new clinical evaluations for the Associate Degree Nursing program.

Strategy Achieved	Notes
Fully Met 100%	Gained new programs from SICCM (STP and MLT). Build and grow knowledge of the health science accreditation review process. ACEN standards have been reviewed and almost complete. Anthology software is loaded with assessment data for ADN program for ACEN. New clinical evaluation tools were created.

Key Strategy #4: Initiate or update healthcare programs and partnerships as trends in healthcare change.

KPI: Number of new or updated healthcare partnerships.

SLRP Pillar Alignment: Student Success; Arts, Culture, & Community Engagement; Career & Economic Development; Organizational Culture

Institutional Goal: #2   Define and use data to support student success and institutional decision-making.
#4   Position JALC as a strategic partner for the betterment of southern Illinois.
#5   Provide internal and external communication that is consistent and accurate.
#6   Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.

Action Steps:

1. Create a new healthcare partnership.

2. Learn the apprenticeship process for all potential healthcare programs at JALC.

3. Create a new clinical experience for the nursing program.

4. Collaborate with area healthcare organizations for new volunteer experiences.

5. Work with industry partners to identify healthcare needs in the community.

Strategy Achieved	Notes
Partially Met 90%	Aligned all Health Science and Nursing contracts to list all departments into one contract for consistency. JALC ADN students will participate in the next heart Walk in Spring 2025. Will send more student groups to Deaconess in the fall 2024 semester.

Student Affairs – Dr. Rachel Sveda-Webb

Key Strategy #1: Implement the three-year Strategic Enrollment Manage Plan (SEM).

KPI: Use data to document the progress towards meeting the established goals in the Strategic Enrollment Plan (SEM).

SLRP Pillar Alignment: Student Success

Institutional Goal:
- #2 Define and use data to support student success and institutional decision-making.
- #3 Implement practices that promote JALC core values.
- #6 Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.

Action Steps:

1. Track progress toward the implementation of the SEM Plan tactics.

2. Complete the SEM Scorecard for annual updates on SEM plan progress/enrollment data.

3. Increase the retention rate for at-risk students enrolled in the TRIO program.

4. Streamline services offered to students with disabilities.

5. Improve the visibility of free tutoring resources by using QR codes around campus to schedule tutoring services.

6. Reach out to adult learners in Logan Academy to assist with educational planning and counseling.

7. Visit various courses/programs during the semester to raise awareness of resources available in the Student Success Center, including counseling.

8. Reach out to Mary Logan High School students to promote academic success and completion of the high school diploma.

9. Track enrolled and non-enrolled students who have submitted an ISIR, are Pell eligible, and have completed a financial aid file/Complete the Financial Aid Metrics report weekly and submit the report to the Financial Aid staff.

10. Provide an atmosphere where students are welcome and encouraged to visit for assistance and guidance and to help eliminate financial barriers.

11. Simplify the Return of Fund Process.

Strategy Achieved	Notes
Partially Met 91%	JALC retained our at-risk population of TRIO students. The goal required is more than 70%. New DSS software was purchased and implemented. A QR code was created for students to access tutoring requests. SSC staff presented resources available for orientations and ORI courses.

Key Strategy #2: Implement J1 Communications software to promote course retention and completion and the awarding of credentials.

KPI: Track the use and success of each area of outreach within the Student Affairs Division.

SLRP Pillar Alignment: Student Success

Institutional Goal: #2 Define and use data to support student success and institutional decision-making.
#5 Provide internal and external communication that is consistent and accurate.
#6 Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.

Action Steps:

1. Provide early alerts to TRIO mentors at all points in the semester to identify at-risk students and allow for early intervention to promote retention using J1 Communications Software.

2. Full implementation of J1 Communications with communication templates, access, and oversight processes determined.

3. Implement J1 Communication software to promote student awareness of Student Liaison services.

4. Utilize Register Blast to notify students of upcoming test dates.

Strategy Achieved	Notes
Partially Met 88%	SSC staff have used J1 communication to target TRIO-specific students. 535 TEAS reminder emails and 138 No show emails have been sent to students applying for restricted allied health programs.

Key Strategy #3: Identify and collect data for co-curricular assessment.

KPI: Conduct three co-curricular assessments in FY24.

SLRP Pillar Alignment: Student Success

Institutional Goal: #2 Define and use data to support student success and institutional decision-making.
#6 Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.

Action Steps:

1. Continue to involve the JALC Student Ambassadors in recruitment activities and develop new approaches to work with current students to promote professional development experiences for the ambassadors.

2. Increase student participation in the Student Senate and Phi Theta Kappa Honor Society.

3. Expand student offerings and involvement in activities through the TRIO program in Student Success.

4. Promote and expand tutoring services to all students on campus.

Strategy Achieved	Notes
Partially Met 88%	Targeted recruitment toward TRIO students. Continuously looking for new activities to help with engagement from participants. Promotion of tutoring services by in-classroom presentations, ORI classes, flyers placed in high-traffic areas, social media videos, and presence at activities on campus, including Loganpalooza.

Key Strategy #4: Develop established outreach programming with internal and external constituents.

KPI: Develop and implement evaluation tools within Student Affairs to assess student satisfaction and drive continuous improvement.

SLRP Pillar Alignment: Student Success; Organizational Culture

Institutional Goal: #2 Define and use data to support student success and institutional decision-making.
#3 Implement practices that promote JALC core values.
#6 Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.

Action Steps:

1. Create a college-wide equity plan for implementation.

2. Organize, coordinate, and host job fairs for employers, students, and community members.

3. Assist students and community members with resumes, cover letters, applications, and mock interviews.

4. Offer the Journey Career Assessment test to students and community members for assistance in choosing their career/major.

5. Use the Career Closet to assist our students and community members who need interview clothing or clothing for other needs.

6. Develop and implement a customer satisfaction survey for DSS students.

7. Participate in FAFSA & FSA ID completion events with High Schools.   Hold FAFSA & FSA ID completion events at JALC. Track the number of events attended & number of individuals that attended the events.   (Collaborate with the Financial Aid team)

8. Email estimated award letters & final award letters to individuals that have submitted an ISIR and are Pell eligible/Track award letters sent through PowerFAIDS.

9. Establish an outreach program for student resource needs.

Strategy Achieved	Notes
Partially Met 89%	The JALC Equity plan was created and sent to ICCB. Sixty-three students were assisted with resumes, cover letters, applications, and mock interviews. 28 Journey career tests were provided to students and community members. A student resource page has been completed and is active on the JALC website.

Key Strategy #5: Create new programming focused on outreach and engagement of non-traditional students.
KPI: Develop and implement three outreach approaches to engage and retain non-traditional students.
SLRP Pillar Alignment: Student Success

Institutional Goal: #2 Define and use data to support student success and institutional decision-making.
              #3 Implement practices that promote JALC core values.
              #6 Support a diverse, equitable, and inclusive environment that empowers individuals to perform at the highest level.

Action Steps:
1. Increase outreach and engagement of non-traditional students in the TRIO Program.
2. Provide non-traditional students opportunities to refresh math skills to allow for enrollment in college-level courses.
3. Utilize the new Recruitment Coordinator to promote short-term programs/course offerings that appeal to adult learners.
4. Allow more versatile hours for students to register for classes.
5. Provide evening lab hours regularly throughout the academic year.

Strategy Achieved	Notes
Partially Met 85%	Staff attended Saturday signup events and the beginning of the semester events by working at the welcome tables to greet students. Extended advising until 6 PM on Tuesdays to assist with non-traditional students. Additional Saturdays have been added as Saturday signups.

BUSINESS SERVICES DIVISION

Executive Officer – Dr. Susan LaPanne, Vice-President of Business Services/CEO

Key Strategy #1: Develop a comprehensive Business Services communication plan.
KPI: Provide an overall communication plan document.
SLRP Pillar Alignment: Organizational Culture
Institutional Goal: #5   Provide internal and external communication that is consistent and accurate.
Action Steps:
1.   Convene monthly PI meetings with a training focus and time enough to talk about current issues and other operational issues regarding grants.
2.   Optimize the alignment of events and conferences held on campus to identify pillars. Develop a checklist or scoring system to identify each event with the associated pillar and create an appropriate reporting format.
3.   The existing travel forms are confusing to employees and do not provide the Business Office with the ending cost of travel once all expenses have been incurred.

Strategy Achieved	Notes
Partially Met 92%	Convened monthly PI meetings starting in October of 2023. These meetings continued throughout the Fiscal Year. The travel procedure has been streamlined and is now in compliance with updated IRS requirements. Additionally, all of these changes were presented at the All Administrators meeting in February 2024.

Key Strategy #2: Implement new practices to enhance student experiences with Business Services staff to support the core values of respect, student-centered, and optimism.
KPI: Document student feedback and Customer Services training for Business Services staff members.
SLRP Pillar Alignment: Student Success
Institutional Goal: #3   Implement practices that promote JALC core values.
Action Steps:
1.   Facilitate new methods of payment for JALC venues such as the General Store, Athletics, and other areas where merchandise, tickets, etc. are sold.
2.   Determine students' opinions of the level of service provided by the Bursar Office and areas for opportunity to enhance services via the implementation of a student survey.
3.   Open a JALC-operated merchandise/apparel store and establish customer service and satisfaction measures.
4.   Retirees are requesting to be paid via ACH. In addition, employee reimbursements and other vendors, such as athletic officials, will also be at less risk of theft.
5.   Working with HR, increase communication with employees related to benefits and compensation.
6.   Develop student work and internship opportunities within risk management as a prospective workforce development strategy.

Strategy Achieved	Notes
Partially Met 96%	The new general store opened in April 2024 to serve the JALC community. The College has engaged an accounts payable payment service (Paymerang) to facilitate ACH and other payment processing for vendors, retirees, and employee reimbursements.

Key Strategy #3: Perform business process reviews, document workflows, and identify opportunities for improvement in efficiency or security.

KPI: Create workflow documents that both diagram and explain processes in narrative form, including a section on any process or security improvements.

SLRP Pillar Alignment: Organizational Culture

Institutional Goal: #1 Cultivate a healthy and safe community that fosters learning and productivity.
                    #5 Provide internal and external communication that is consistent and accurate.

Action Steps:

1. College capitalization policy does not consider new accounting pronouncements, such as GASB 87 (Leases) and GASB 96 (SBITAs). Work with the President's Office and with the Board Policy Committee on this update.

2. GASB 96 implementation: audit of existing contracts, continual compliance, and year-end reporting.

3. Fixed assets need to be considered and accounted for more frequently than yearly. Develop a quarterly fixed asset and depreciation accounting process.

4. Foundation financial statement preparation is complicated, and instructions have not been formalized in writing.

5. Create formal grant setup instructions to assist accountants and PIs in understanding grant accounting as the focus on attracting more grants continues.

6. Develop a dashboard on the intranet for documenting Risk Management events that can be stored securely and reviewed by appropriate members of Collee leadership.

7. Add multi-factor authentication for the Employee Portal.

Strategy Achieved	Notes
Partially Met 89%	GASB 96 has been fully implemented in advance of its original deadline. The instruction guide for the Foundation financial statements, as well as its accompanying work papers, was completed. The draft of formal grant setup instructions are completed and are in service. Multi-factor authentication for the employee portal is fully implemented.

Key Strategy #4: Deliver business process training and informational sessions to employees across the campus.

KPI: Completion of training sessions related to various business functions and track attendance.

SLRP Pillar Alignment: Organizational Culture

Institutional Goal: #1 Cultivate a healthy and safe community that fosters learning and productivity.
                    #5 Provide internal and external communication that is consistent and accurate.

Action Steps:

1. Plan for the provision of in-person and alternative training for General Ledger, Purchasing, P-Card, and Travel training sessions for staff campus-wide.

2. Provide training in leadership, management, and interpersonal skills.

Strategy Achieved	Notes
Fully Met 100%	The finance and purchasing groups have continued planning the most essential of these trainings, as the success of the budget trainings and the way in which they were received was exceptional. Leadership training has been provided to staff via the college-run leadership academy, specific conferences attended by multiple Business Services area managers, and at Cabinet-level in-service sessions.

Key Strategy #5: Assure adequate coverage of vital duties related to infrastructure and operations to address emergent needs.
KPI: Onboarding of appropriate staff members.
SLRP Pillar Alignment: Organizational Culture
Institutional Goal: #1   Cultivate a healthy and safe community that fosters learning and productivity.
Action Steps:
1.   There is no coverage of vital services within the Bursar Office in the Bursar's absence. This potentially creates a significant control weakness in processes. The goal is to align the Bursar Office organization to ensure enhanced coverage of vital services as well as documentation and training needs.

Strategy Achieved	Notes
Partially Met 75%	The assistant bursar position is posted and in the interview phase with the expectation that it will be filled within the next 30-45 days.

Key Strategy #6: Develop surveillance of vital systems through the institution to address potential deficiencies proactively and avoid losses.
KPI: Onboarding of appropriate staff members.
SLRP Pillar Alignment: Organizational Culture.
Institutional Goal: #1   Cultivate a healthy and safe community that fosters learning and productivity.   #4   Position JALC as a strategic partner for the betterment of southern Illinois.
Action Steps:
1.   Centralize institutional risk management program compliance with a new manager.
2.   Expand membership of the Safety Committee to include IT and HR as well as the traditional representatives from the facilities and maintenance area.
3.   Establish monthly walkthroughs and follow-ups, including subsets of the safety committee with a variety of perspectives included. Findings will be documented within a report tracking all abatement assignments and their completion of them.
4.   Develop a standard risk management review form for unusual incidents and determine how effective current procedures were to determine if additional mitigations, procedural changes, and retraining need to occur.
5.   Convene safety and risk managers from other Southern Illinois universities and colleges to share and collaborate on the unique issues of Risk Management in this part of the state.

Strategy Achieved	Notes
Partially Met 95%	Hired and onboarded a new risk manager. A more comprehensive safety committee was established. New standard risk management review form created.

Key Strategy #7: Develop a comprehensive business services resource center to provide information as needed by our respective audiences.
KPI: Renovation of Intranet Departmental site.
SLRP Pillar Alignment: Organizational Culture
Institutional Goal: #2   Define and use data to support student success and institutional decision-making.
Action Steps:
1.   Define Board reporting needs to answer the Board's questions with clarity and per ICCB requirements.
2.   Begin to develop budget reporting/ dashboards for the campus. The anticipation is that this plan will be complete and installed in FY 2025, with pieces implemented during the FY 2025 budget process.

Strategy Achieved	Notes
Fully Met 100%	The budget process was pivotal in designing the dashboard reporting needs of the Board. As the tactic indicates, the implementation of the dashboard on the internet will be completed in FY2025.

Key Strategy #8: Implement new practices that enhance the ability of all institutional managers to provide input and receive support on budgetary and planning needs.
KPI: Development of budget reporting and feedback to budget managers throughout the institution.
SLRP Pillar Alignment: Organizational Culture
Institutional Goal: #2   Define and use data to support student success and institutional decision-making.   #5   Provide internal and external communication that is consistent and accurate.
Action Steps:
1.   Design a new budget training that will shorten the time spent on clerical/input functions and allow budget managers to have more opportunities to interact with budget staff through the process.
2.   The current systems have little to no formal budget tracking, reporting, and monitoring. The goal is to improve the availability of data for budget managers as the current year's budget is developed.
3.   Because the budget software is not directly integrated with the ERP system, staff will be reviewing different options, including the Jenzabar budget module and another highly integrated budget software, to determine the best solution to enhance the process.

Strategy Achieved	Notes
Fully Met 100%	Training was completed in 3 video training parts. The plans for a regular budget to actual reporting process has been defined with training. The determination has been made to begin the FY2026 budget process on BudgetPak as it will begin in October 2024.

Information Technology – Scott Elliott

Key Strategy #1: Implement long-term Information Technology planning.

KPI: Integrated Technology 3-year Strategic Plan developed and presented for approval to the Cabinet.

SLRP Pillar Alignment: Student Success; Organizational Culture

Institutional Goal: #2 Define and use data to support student success and institutional decision-making.
#5 Provide internal and external communication that is consistent and accurate.

Action Steps:

1. Use classroom and office technology usage reports and surveys to make data-driven decisions on device replacement lifecycles.
2. Attend in-person and virtual conferences and tradeshows to work with vendors to identify classroom and event support products.
3. Implement a product testing room and provide surveys for faculty and staff to give feedback.
4. Schedule meetings with faculty and departments to determine their needs for more end-user-friendly knowledge-based articles.
5. Update the IT three-year Strategic Plan and present it to Cabinet for approval.
6. Implement a new IT Planning Committee to plan and prioritize IT projects, both internal to IT and for end-users.

Strategy Achieved	Notes
Partially Met 83%	Two staff attended Infocomm, a conference for A/V professionals. IT planning committee has met through Q3. Technology for the testing room has been ordered and the majority of items received. Scheduled installation in FY25.

Key Strategy #2: Provide IT-related service metrics for College and IT Department constituents.

KPI: Dashboards developed and shared with appropriate users.

SLRP Pillar Alignment: Student Success; Organizational Culture

Institutional Goal: #2 Define and use data to support student success and institutional decision-making.
#3 Implement practices that promote JALC core values.
#5 Provide internal and external communication that is consistent and accurate.

Action Steps:

1. Reaffirm IT SLA and create dashboards for SLA compliance.
2. Provide dashboards for physical technology audits for classrooms and audits.
3. Use project management tools to ensure projects and initiatives are tracked and completed.
4. Develop IT Project Management dashboard.

Strategy Achieved	Notes
Partially Met 63%	221 responses to feedback from IT tickets with an average rating of 4.95 out of 5. PowerBI visualizations are available for resource allocation. ERP staff using Microsoft Planner within Teams for project tracking.

Key Strategy #3: Improve ERP System support and usage.

KPI: Completion of identified strategies and tactics as identified in the individual KPIs.

SLRP Pillar Alignment: Student Success; Organizational Culture

Institutional Goal: #1 Cultivate a healthy and safe community that fosters learning and productivity.
#2 Define and use data to support student success and institutional decision-making.
#3 Implement practices that promote JALC core values.
#5 Provide internal and external communication that is consistent and accurate.

Action Steps:

1. Communicate the full functionality and capabilities of specific systems that may otherwise be unknown by end-users.

2. Demonstrate to each department how to use and navigate the learn.jenzabar.com portal for each module.

3. Complete weekly data integrity checks to identify missing information, duplicate information, or conflicts.

4. Improve multi-factor authentication posture for the campus.

5. Fill the position that has been vacant for over a year to support multiple ERP systems on campus.

6. Add additional staffing to support offices in optimizing their usage of ERP systems.

7. Implement various integrations with software systems that support our departments.

Strategy Achieved	Notes
Partially Met 79%	Six employees attended the Jenzabar Annual Meeting. Additional data quality items were added to reporting areas. Some discussions occurred on how to minimize bad data collection on the front side. The ERP support position was filled after multiple modifications and repostings. Restructure of the IT department allowed for additional staffing.

Key Strategy #4: Improve student experience with technology.

KPI: Show usage statistics on knowledge-based article views, as well as an increase in training opportunities.

SLRP Pillar Alignment: Student Success; Organizational Culture

Institutional Goal: #1 Cultivate a healthy and safe community that fosters learning and productivity.
#3 Implement practices that promote JALC core values.
#5 Provide internal and external communication that is consistent and accurate.

Action Steps:

1. Create knowledge-based articles for students. Include instructions for self-submitting tickets and checking KBs in the Orientation course.

2. Continue IT/Faculty meetings to review issues, provide solutions to questions, and further planning in labs/classrooms.

3. Provide training sessions for students and faculty to improve their technical skills and promote the use of different technologies in education.

4. Provide IT support and information in the Orientation Course.

Strategy Achieved	Notes
Partially Met 56%	Focused review with faculty regarding new classroom spaces. Some of this will be implemented in FY25. Continued individualized training and finished the planning phase of the new classroom training room.

Key Strategy #5: Improve existing IT infrastructure and systems supporting the campus and emergency systems.

KPI: End-of-year assessment that shows improvement in appropriate areas.

SLRP Pillar Alignment: Student Success; Organizational Culture

Institutional Goal: #1   Cultivate a healthy and safe community that fosters learning and productivity.
                     #3   Implement practices that promote JALC core values.
                     #5   Provide internal and external communication that is consistent and accurate.

Action Steps:

1. Improve network security systems.

2. Improve IT support of emergency systems.

3. Improve backup, disaster recovery, and business continuity.

4. IT infrastructure replacement planning for FY25.

Strategy Achieved	Notes
Partially Met 81%	Improved network security system project approved in FY25 budget with implementation on track for FY25. Security cameras and PA improvements in A parking lot. The disaster recovery project approved in the FY25 budget is on track for FY25 implementation.