JALC Cabinet & Stakeholder Goals: To advance student success and institutional excellence at John A. Logan College by increasing enrollment and retention, enhancing internal processes, and strengthening communication and community engagement.

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### **ENROLLMENT**

E1: Increase overall enrollment (Fall 10th Day Headcount) by 4% from Fall 2024 to Fall 2027 a: Increase Degree-Seeking Part-Time Students
b: Increase Workforce Education Students

#### E2: Increase Non-Credit Activity and Revenue Streams

By June 30, 2027, increase revenue from non-credit programs and other funding sources over FY2024 levels, including implementing a centralized tracking system to monitor enrollment, participant satisfaction, and revenue generation.

Department/Unit	Tactic	Baseline Metric	Target Metric	Target Date	Cabinet Owner
Academic Affairs	Complete CBF Welding Certification				
Provost	Program with WIDS	CBE option is 25% created	·	8/1/2026	Nathan Arnett
Academic Affairs Provost	Determine feasibility of AST as a CBE Certification Program	Feasibility study 0% complete	Feasibility determined; if feasible, program is modified to offer as CBE	8/1/2027	Nathan Arnett
Academic Affairs Provost	Explore and Introduce AAS Apprenticeship Degree	New AAS 0% complete	AAS 100% complete	8/1/2027	Nathan Arnett Stephanie Hartford
Academic Affairs Facilities Provost	·	Program approved but has not been offered to students	11 students enrolled in program at 10th day	8/30/2027	Nathan Arnett
Academic Affairs Facilities Provost		Program approved but has not been offered to students	11 students enrolled in program at 10th day	8/30/2027	Nathan Arnett
Academic Affairs Workforce Education	Ipartnerships and programming with	Determine number of existing partnerships and programs	3% increase in reimbursable credit hours.	8/1/2027	Nathan Arnett
Community Education	Increase Community Education	Determine number of existing offerings and completions	Add 10 new (first-time) offerings with 10 or more students.	8/1/2026	Nathan Arnett
Academic Affairs	Increase full-time student enrollment	1 full section (11+ students) of first-year Cyber Security students	2 full sections (22+ students) of Cyber Security students enrolled in program at 10th day	8/30/2026	Nathan Arnett
Advancement/Foundation	Award 20 new part-time scholarships at \$1000 each design marekting materials to highlight the availability of these scholraships specifically for part time students.				Staci Shafer
Advancement/Foundation	Increase Foundation Fundraising by 5% by adding new events, Glo Bingo, Trivia Night, and increasing contact with donors through GiveSmart.			6/30/2026	Staci Shafer
Advancement/Foundation/A cademic Affairs	Implement a clear timeline for the Scholarship Application and Award Process and communicate plan across all departments				Staci Shafer
Advancement/Foundation/St udent Affairs	Participate in all Recruitment Events to highlight Program specific Scholarships			6/30/2026	Staci Shafer
Athletics	Host summer camps for all athletes by sport to introduce them to the campus and to spotlight talent to be recruited	We hosted students last year	increase participation by 20%	7/30/2026	Greg Starrick
Athletics	Create "Herrin Night" during sports season	0 to date	Host 4 area highschools durning the 25/26 AY	530/2026	Greg Starrick
Athletics	Have an academic advisor available at sporting events to talk to interested students	0 to date	Consult with Admissions (RSV)	5/1/2026	Greg Starrick
Athletics	Conduct junior high events at games	0 to date	1 or 2	Ongoing	Greg Starrick
Athletics	Ilncrease participation in Logan Fitness I	# of prior year event participants	increase participation by 20%	6/30/2026	Greg Starrick
Athletics	Increase Community Ed courses at the	Revenue from prior years	Increase the number of courses avaible by 10%	6/30/2026	Greg Starrick

Business Office/Bursar Office student times st in order  Business Services Contin	der enroll.	# of students	Fewer students are required to contact the Bursar Office prior to enrolling to get a hold remove.  Measure how many students reenrolled after the hold was removed	Spring 2026	Kara Bevis
Increa					
Rusiness Services Increa	and the second second	# of participants	Ongoing session events increase	Ongoing	Susan LaPanne
partici	9	# of prior year event participants	Continually increase	Ongoing	Susan LaPanne
	ide data in Realtime to support	Not Created	Creat Dashboards for	7/26/2025	Jordan Mays
11/Academic Attairs I	ement Safety Flagger Certification ication System	Doesn't exist	Exists	Spring Semester	Scott Elliott
ation/Provos	, , ,	Doesn't exist	Exists		Scott Elliott
	· · · ·	1-2 meetings per year	4-6 meetings per year	6/30/2027	Jennifer Fuller
Legis Affairs Increase advoca	ease regional and statewide	Weekly emails, sporadic meetings	Weekly emails/updates; quarterly regional meetings	6/30/2027	Jennifer Fuller
Marketing/PR Targeto	eted social media post lighting services that are sidered traditional boundries for -time students			6/30/2026	Steve O'Keefe
full ad 25 and Marketing/PR mailer "Come	ad campign for adult learners age nd older indulding targeted ers, social media, TV, and Radio me back with focus, purpose, e back to JALC				Steve O'Keefe
Student Affairs Enrollment Management	ease percentage of admitted to	Admitted-to-enrolled conversion rate is not formally tracked.	Baseline conversion rate established by Fall 2025; increase rate by 5% by Fall 2027.	8/1/2027	Rachel Sveda-Webb
Student Affairs Testing Services	nue steam; if viable, develop new nerships to create revenue	partnership established	Viability is determined; at least two new revenue-generating testing partnerships established by July 2027.	8/1/2027	Rachel Sveda-Webb

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### **RETENTION**

R1: Fall-to-Fall Retention - First-Time, Full-Time Students a: Increase first-time, full-time students' retention by 2% from Fall 2024 to Fall 2027

R2: Fall-to-Fall Retention - Part-Time Students
a: Increase part-time students' retention by 10% from Fall 2024 to Fall 2027

R3: SU/SR Credit Hour Retention
a: Increase reimbursable credit hours by 3% from FY 2025 to FY 2027

Department/Unit	Tactic	Baseline Metric	Target Metric	Deadline	Cabinet Owner
Academic Affairs Student Affairs	reate division-specific ORI courses to meet the unique	IXCL TOO CURRENTIV	Develop unique courses with ORI prefixes to capture STEM majors, CTE majors, health sciences majors, and all other majors	3/1/2026	Nathan D. Arnett Rachel Sveda- Webb
Campus Police	Focus interactions with students to create atmosphere of safety.	Initial survey	Follow up survey	1/31/2027	Ron Webb
Athletics	Increase participation in Logan Fitness	# of prior year event participants	Continually increase participation year over year	Ongoing	Greg Starrick
Athletics	Continue to track academic progress of student athletes on daily basis	Current average GPA for student athletes	Steady GPA or improved averages per semester or academic year	6/30/2026	Greg Starrick
Athletics	Student athletes/increase GPA	Current and prior average GPA for student athletes	Steady GPA or improved averages per semester or academic year	Ongoing	Greg Starrick
Athletics	Student athletes/year to year retention or to successful transfer to another institution	Current years' retention and/or transfer data	20% increase in transfer or retention of student athletes	Ongoing	Greg Starrick
	Increase the number of course kits provided by the General Store	new model that	Statistics related to the number of kits provided to students in a timely fashion with an indication of reduced costs to students and to the College.	Ongoing	Susan LaPanne
Institutional Effectiveness & Research	Provide data to assist with retention tracking & stop-out identification for additional follow-up	Not Created	Created and working effectively	7/26/2025	Jordan Mays
Student Affairs	Develop/improve 3 dedicated spaces for students, especially as the front entrance closes due to construction	l .	3 new or upgraded student-centered spaces are completed and open by August 2026.	8/1/2026	Rachel Sveda- Webb
CP & FM	Susatainability Initiatives - Reduce energy consumption by 2%	х	X-2%	6/30/2027	Jeremy Sargent
CP & FM	Clean 10,000 sf of exterior windows, interior windows, and carpet throughout campus	none	Completion of new process	6/30/2027	
Student Affairs Admissions	Award GECC Completion Certification	0% Awarded	100% Awarded	6/30/2026	Rachel Sveda- Webb
Student Affairs Admissions Dual Credit Provost	Award CNA Certification in Dual Credit Programs	0% Awarded	100% Awarded	6/30/2027	Rachel Sveda- Webb
IT	Adjust IT staffing schedules to accommodate evening support	Doesn't exist	Exists	Fall Semester	Scott Elliott
Advancement/Foundation/A cademic Affairs	Implement a clear timeline for the Scholarship Application and Award Process and communicate plan across all departments				Staci Shafer
IT	Reduce student login to single AD account	Doesn't exist	Exists	Fall Semester	Scott Elliott
nstitutional Effectiveness & Research	Assessment of Student Learning - Year 2 Programs	33% completed	Completion of Assessment of student learning for all academic courses listed in the second year of the assessment plan.	6/30/2026	Jordan Mays
CP & FM	Sustainability Initiatives - Reduce energy consumption by 2%	х	X-2%	6/30/2027	Jeremy Sargent
CP & FM	Clean 10,000 sf of exterior windows, interior windows, and carpet throughout campus	none	Completion of new process	6/30/2027	Jeremy Sargent
Student Affairs Enrollment Management Marketing	Promote new student spaces during tours and orientations	New spaces are not currently included in standard tour or orientation materials.	100% of tours and orientation events highlight the new student spaces by Fall 2026.	8/1/2026	Rachel Sveda- Webb
CP & FM	Conduct monthly grounds inspections, and resolve 100% of safety-related issues within 5 business days.	none	Completion of new process	6/30/2027	Jeremy Sargent
CP & FM	Conduct monthly maintenance inspections, and resolve 100% of safety-related issues within 5 business days.	none	Completion of new process	6/30/2027	Jeremy Sargent
Student Affairs Finacial Aid	laid	Currently operate with one census date	If feasible, implement new process for fall 2027	8/1/2027	Rachel Sveda-We

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### **INTERNAL PROCESSES**

#### 11: Process Review

a: By June 30, 2027, the President's Cabinet and campus stakeholders will identify, review, and revise at least five key processes that impact student enrollment or retention. Success will be measured by alignment with the college's enrollment and retention goals.

Department/Unit	Tactic	Baseline Metric	Target Metric	Deadline	Cabinet Owner
		Identify (5+) forms owned by Academic			
Academic Affairs		Affairs	Identify, Review, Revise 5+ Academic Affairs Forms	6/30/2027	Nathan Arnett
Academic Affairs	Create job descriptions for stipened faculty assignments (Coordinator of International Ed., Logan Defenders, Coach, ACES Coordinators, and CAE Coordinator)		5 job descriptions created	8/30/2025	Nathan Arnett
Academic Affairs	Establish monthly meeting with all Academic Affairs	Zero meetings occurred in FY25	Meetings with 100% Academic Affairs Grant PI's in FY26	6/30/2027	Nathan Arnett
Campus Police	Create a formal procedural manual.	0%	Implemented.	5/1/2026	Ron Webb
Campus Police	IACLEA Certification	0%	Certified	12/31/2026	Ron Webb
Legis Affairs	Complete first review/revision of Policy & Procedure manuals, and set up future review schedule	Full revision FY 2026	Annual review process established; review/updates ongoing	6/30/2027	Jennifer Fuller
Business Services	Bonds	This is a project consisting of the issuance of two separate series of bonds	The successful sale of the first and second bond series.	November 1, 2025 for the first set of bonds with May 1, 2026 for the second series.	Susan LaPanne
Business Services	Develop cost finding system to determine programmatic costs and revenues to the College	Some direct costing methods have been developed for academic departments.	Development of a cost finding methodology to determine full costing of various courses, majors, or programs to assist with strategic planning.	Ongoing	Susan LaPanne
Business Services	IBudget process improvement	Year 2 of current process with some improvements to be implemented.	Communicating budget goals, objectives, and processes that are responsive to ongoing strategic goals and tactics.	Ongoing	Susan LaPanne
Business Services- HR & PR	ICONTINUATION OF THE HR/PR SYSTEM IMPLEMENTATION	Successful payroll generation for the month of July 2025.	Improved reporting and the streamlining of processes related to precise payroll cycles.	Ongoing	Susan LaPanne
Business Services- Procurement	Communicate and train all staff on the availability of lour BEP vendor for office supplies.	We started a "soft" rollout to Stiles for office supplies at the beginning of spring semester.	Achieve greater utilization of this BEP for office and janatorial supplies for the upcoming year.	Ongoing	Susan LaPanne
	Implementing and Communicating Anthology Planning for Strategic Planning	Not Created	Created and Live	7/26/2025	Jordan Mays
Institutional Effectiveness & Research	Increase Course Evaluation Response Rate	30.9% Spring 2025	Over 50%	7/27/2025	Jordan Mays
Institutional Effectiveness & Research	Modernize JALC webpage for IER to make data more accessible and transparent	Create Dashboards	Replace PDF files	7/26/2025	Jordan Mays
Institutional Effectiveness & Research	Analyze the Flow of HS students post HS graduation	Not Created	Created and working effectively	7/27/2025	Jordan Mays
Business Office/Bursar Office	Create a tracking method for all billing errors and applicable causes in order to create a baseline metric in future years to support institutional tracking and strategic planning.	# of billing errors	Creation of baseline metric for the number of billing errors per semester	7/31/2027	Kara Bevis
Business Office/Bursar Office	Implement one J1 Web module (from the following options: Accounts Receivable, General Ledger, Accounts Payable, Budget, and Fixed Assets).	J1 Web Modules	At least one of the following J1 Web modules are installed and used by the Business or Bursar Offices: Accounts Receivable, General Ledger, Accounts Payable, Budget, and Fixed Assets.	7/31/2027	Kara Bevis
Business Office/Bursar Office	Unmodified audit opinion on our financial statements, internal controls over financial reporting, and compliance specific to items under the control of the Business Office or Bursar Office.	auditor opinion letter	Unmodified opinion issue in all 3 letters for FY25 and FY26 audits	3/31/2027	Kara Bevis
HR	Design and launch a comprehensive professional development program for employees on topics such as internal processes changes, leadership, supervisor and student engagement, with a target participation rate of 75%.		3 workshops provided per Fall and Spring Semester	6/30/2026	Stephanie Harner

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Student Affairs Admissions Financial Aid Advisement	Consolidate all Student Affairs-related appeals into one process		Single, streamlined appeal process implemented and accessible before forms are available for Fall 2026.	5/1/2026	Rachel Sveda-Webb
HR	Implement employee evaluation in ADP.	None	Ensure 100% of employee evealuation templates are built and full functional in ADP, with all supervisor staff trained on the system and ready to conduct evaluations.	1/15/2026	Stephanie Harner
Student Affairs Admissions Advisement	Improve student check-in process for all advisement		New check-in process implemented; 90% student satisfaction rate during check-out survey.	10/1/2026	Rachel Sveda-Webb
Student Affairs Dual Credit	Update early college procedure to include a tuition discount % rather than tuition waiver	Early college students receive tuition waivers; policy outdated.	New policy approved with specific tuition discount percentage by November 2025, communicated to schools, and implemented starting with fall 2026 registration.	3/1/2026	Rachel Sveda-Webb
Student Affairs	Implement at least 5 new processes through Maxient beyond Title IX, Student Conduct, and Student Complaints		5 new processes with successful submissions and tracking by Fall 2027.	8/1/2027	Rachel Sveda-Webb
Student Affairs	Update procedures for academic standing and	None	Completion of new process	3/1/2026	Rachel Sveda-Webb
Admissions Student Affairs	academic forgiveness			. ,	
Academic Affairs Acadademic Programs and Accreditation IT Campus Safety	Conduct an in-depth review of the Student Handbook to improve data for Modern Campus	None	Completion of new process	5/1/2026	Rachel Sveda-Webb
CP & FM	Clean 10,000 sf of exterior windows, interior	none	Completion of new process	6/30/2027	
Financial Aid Bursar Foundation Athletics	windows, and carpet throughout campus  Identify roles for departments regarding payment/communication/deregistration and develop a clear process for communicating payment due dates internally and externally, omitting students from the deregistration list in a timely manner, and communicating to students to assist them in fulfilling financial obligations rather than being deregistered	degregistration list; 48 students deregistered; communication plan and	Reduce # of students on original fall degregistration list to 200; reduce # of students deregistered to 25; communication plan and omits in place by July 15 deadline	8/1/2026	Rachel Sveda-Webb
HR	Expand the existing Logan Leadership Academy to offer inclusive, year-round development opportunities for all employees. The Academy will operate on a tri-annual schedule - Fall, Spring, and Summer - with each cohort consisting of 12 to 15 participants.	Review exisiting Academy	Launch three cohorts per school year with structured curriculm and outcomes. Track enrollment, completion rates, and participant feedback	8/1/2026	Stephanie Harner
HR	Launch a Tiered Onboarding Experience with Leadership Integration.	Currently does not exist.	Develop and implement a tiered onboarding program that includes a foundational onboarding track for all new employees and an enhanced leadership onboarding track for those identified as emergint leaders or future Logan Leadership Academy participants.	8/1/2027	Stephanie Harner
HR	Reboarding for Renewal - Empowering Long-Term Employees	Currently does not exist.	Launch a Reboarding Program designed specifically for employees who have been with JALC for five or more years. This initiatvie will reconnect seasoned staff with the College's evolving mission, strategic goals, and belonging initiatives, while offering opportunities for renewed engagement, leadership development, and cross-departmental collaboration.	8/1/2027	Stephanie Harner
IT/HR/Provost/Academic Affairs	Reduce steps in getting new faculty and trainers onboarded.	Existing processes	Business Process Update Complete	Summer 26 Semester	Scott Elliott
All	Implement Workflow Solution (Softdocs)	Doesn't Exist	Implemented with 2 Workflows	Spring 26 Semester	Scott Elliott
All	Implement Contract Repository (Document Manager)	Doesn't Exist	Exists	Fall25 Semester	Scott Elliott
Marketing/PR	Increase social media engagement by 20% and webiste click throuh rate by 50%			6/30/2026	Steve O'Keefe
Marketing/PR	internal communication audit and quarterly meetings with departments to improve communication			Dec. 31, 2025	Steve O'Keefe
Marketing/PR	Volunteer of the Month Feature on the website			Jume 30, 2026	
Advancement/Foundation /Academic Affairs	Implement a clear timeline for the Scholarship Application and Award Process and communicate plan across all departments				Staci Shafer
Advancement	Implement Grant Cycle Process: 1. Pre- Award/Application 2. Award 3. Post-Award			6/30/2026	Staci Shafer
Provost	HLC Additional Location Susatainability Initiatives - Reduce energy				Staci Shafer
CP & FM	consumption by 2%	X	X-2%	6/30/2027	Jeremy Sargent

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#### **COMMUNICATION AND COMMUNITY ENGAGEMENT**

C1: By July 31, 2027, increase employee satisfaction with internal communication at John A. Logan College by 15%—as measured by the College Employee Satisfaction Survey (CESS)—through the implementation of standardized communication templates and expanded use of the J1 Communication system.

C2: By July 31, 2027, each cabinet-level division, as applicable, will submit a comprehensive record of all community partnership engagements conducted between August 1, 2025, and July 31, 2027, to support institutional tracking and strategic planning.

C3: By July 31, 2027, at least 50% of full-time employees will participate annually in at least one Human Resources-sponsored volunteer activity.

C4: Increase community participation in John A. Logan College-sponsored events by 25% by July 31, 2027, through targeted communication strategies and outreach initiatives.

Department/Unit	Tactic	Baseline Metric	Target Metric	Deadline	Cabinet Owner	
Academic Affairs	Launch ODD Podast with NDA and SCH	Recorded podcasts	Launch ODD Podcast	9/1/2025	Nathan Arnett	
Campus Police	Develop volunteer schedule	0%	50% participating	1/31/2027	Ron Webb	
Legis Affairs	Create community partnership database/dashboard to track administrative meetings with stakeholders	Doesn't currently exist	Have trackable document	12/31/2025	Jennifer Fuller	
Legis Affairs	Work with Comms & Marketing to develop a comprehensive list of activities that can be prioritized and targeted to specific audiences	Exists in different departments	Comprehensive list that is in one shared location	6/30/2026	Jennifer Fuller	
Legis Affairs	Create/coordinate publication and distribution of JALC Fact Book	Doesn't currently exist	Annual publication	9/30/2025	Jennifer Fuller	
Legis Affairs	Launch JALC Podcast	Doesn't currently exist	Regular episodes	1/1/2026	Jennifer Fuller	
Institutional Effectiveness & Research	Roll out, implement, and report CESS survey: Focus on Communication	3.03 out of 5	3.49 out of 5	7/27/2025	Jordan Mays	
Institutional Effectiveness & Research	Encourage and volunteer to for Human Resource-sponsored activity	Not Created	50% plus	7/27/2025	Jordan Mays	
Business Office/Bursar Office	least twice a year to increase utilization of those funds for College	5 departments with expenses paid from the "Other" class within the Foundation	A total of 10 departments have expenses paid from the "other" class within the Foundation during the period 7/1/25 and 6/30/27.	6/30/2027	Kara Bevis	
Business Office/Bursar Office	Provide two new internal process trainings to College employees to help clarify areas that often result in questions or the need for corrections to original submissions.	Training does not yet exist	Training exists and has been available to employees on-demand.	7/31/2027	Kara Bevis	
Business Office	Write and upload to SharePoint instructions for at least 3 common A/P transactions.	Written instructions do not exist.	3 complete sets of A/P related instructions are available on the JALC intranet for reference by employees.	7/31/2027	Kara Bevis	
Business Office/Bursar Office	50% of full-time employees within the Business Office and Bursar Office will participate annually in at least one HR-sponsored volunteer activity.	None	7 full-time employees will participate in at least 1 HR-sponsored volunteer activity per year.	7/31/2027	Kara Bevis	
Student Affairs	50% of full-time employees in Student Affairs will participate annually in at least one HR-sponsored volunteer activity.	No consistent tracking or participation history.	25 full-time employees participate in at least one HR-sponsored volunteer activity each year.	7/31/2027	Rachel Sveda-Webb	
HR	Develop the employee volunteer program guidelines	None	Completion of the volunteer program guidelines	1/1/2026	Stephanie Harner	
CP & FM	50% of full-time employees in the CP & FM department will participate annually in at least on HR-sponsered volunteer activity	None	50%	6/30/2027	Jeremy Sargent	
CP & FM	Monthly report out to campus with project updates via email.	none	Completion of new process	30-Jun-27	Jeremy Sargent	
Fun Department	Semi-annual C's Get Degreez Events	0 Events	2 Events	Spring 25 Semester	Scott Elliott	
IT		Old / New Hybrid	Old site removed	Spring 25 Semester	Scott Elliott	
IT Academic Affairs		Old interface exists	New interface 100% complete	1/15/2026	Nathan Arnett	
	Plan four Community Nights at JALC Basketball or Volleyball Games to high	nlight JALC in the Community			Staci Shafer	
Business Services	Begin a program of continuous quality review with the definitions and	There is no such program to date.	Define metrics that lend to the success of JALC and being the baseline data compilation.	6/30/2027	Susan LaPanne	