

## Action Item Timeline for Strategic Planning

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1	<b>Marketing</b>	Add the following statement to the list of purposes on page 13 of the current catalogue: To provide a positive and constructive experience for new students enhancing their educational growth, aspirations, and abilities to continue their education at this institution and beyond.	Completed- Spring 2010 (added to catalog and Student Handbook)
2		Communicate keys to student success in all ANC communication tools: website, brochures, press releases, electronic displays, bulletin board displays, library bookmarks, speeches, etc.	Ongoing- Facebook pages created for ANC and ANC Solutions Group. Creation of websites for Allied Health, Music, Business and Technical, Developmental Education and the Solutions Group.
3		Market the social and academic aspects of the college to a wider proximity.	Ongoing- Summer 2011 postcards sent website URL and schedule QR (Quick Response for Smartphone reading) code to all residences in our target areas. 2011-2012 we will extend advertising to Facebook ads.
4	<b>MITs</b>	Provide a computer training workshop prior to each semester to help students set up e-mail account, navigate the portal, etc.	Completed- Began Fall 2009-2010 with workshops at New Student Orientation. Incorporated in ACE (Academic and Career Enhancement) course Fall 2011.
5		Include a link showing ANC students participating in a variety of activities outside the classroom to more effectively highlight the social life for prospective students.	Ongoing- ANC YouTube Channel developed in 2009-2010, Media spotlights on ANC homepage showing photos, videos, and ANC concert audios.

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6		Provide ANC e-mail addresses for all ANC students	Ongoing- Fall 2009 contracted with Google Apps to provide email for all students, faculty and staff.
7		Install a campus-wide wireless network for Internet connectivity.	Completed- Main Campus; Outback, A,B,C Wings in Sullins Building, Adams/ Vines, Library, Learning Assistance Center, Student Success Center, Statehouse Hall, Wellness Center, Osceola Center, Paragould Center, Burdette Campus. The Solutions Group. ACME Branch.
8		Issue all new students a laptop (ex. UCA Laptop Initiative Program).	Addressed- was not feasible due to budget constraints. Campus Grant Programs provide laptops and wireless air cards for checkout for targeted students.
9		Create ANC Communication Centers to promote student access to technology.	Revised-Wireless routers installed. See #7 above.
10		Convey new student messages through the website in a way that is attractive and eye-catching.	Ongoing- Messages directed toward new students placed on ANC Messageboards, ANC website and myANC.

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11		Create a system to share technology-based strategies that supplement instruction.	Completed- Spring 2009 Resource and Training Zone established. How-To Tuesdays created in Fall 2009 and continues to expose new technologies to faculty and staff.
12		Create an early alert system to identify students with an academic need.	Completed - Early Alert Reporting System purchased from Educational Systems Products. System integrates with myANC. Master Advisor group provided training for Fall 2011 implementation.
13		Establish a clearinghouse that would include a toll-free number and staff who specialize in expediting registration, problem solving, connecting with appropriate resources, etc. to which students, families, and community members could turn for all ANC information.	Completed- ANC Helpdesk (phone and email) established in-house to answer all hotline-type questions. Plans to broaden the visibility projected by Fall 2012.
14		Create ANC Communication Centers to promote student access to myANC and other communication boards.	Revised-Wireless routers installed. myANC Tutor Tab added to portal. myANC training incorporated into ACE course.

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15	<b>Student Success Coord.</b>	Provide continuous, coordinated emphasis on student success through monthly themes that are emphasized in all ANC communication tools.	Completed-Monthly themes established and workshops conducted 2009. StudentLingo purchased in 2010 to extend workshops through Internet access to all students at all times. ACE course utilizes StudentLingo.
16		Develop measurable outcomes focused on improving the first-year student experience.	Ongoing-All ACE course performance objectives target first-year students
17		Establish a student success center for students that would be a "one-stop" for all students to meet their foundational needs as well as the continued support while at ANC.	Ongoing-Fall 2009 Student Success Center established but one-stop for everything concept still needs attention.
18	<b>Student Services</b>	Make New Student Orientation required for all (part-time and full-time) new students.	Completed-Incorporated in ACE course, Fall 2011
19		Present Professional Development sessions at area school to inform the school personnel regarding valuable information to help prepare students for college success.	Completed and Ongoing - Admissions Staff, TRiO and Career Coaches partner with all area schools to provide these services year-round
20		Provide resources to secondary school personnel to integrate pathways to student success into the curriculum	Completed- First ANC Student Success Symposium held August 2011. Approximately 450 area public school teachers attended.
21		Give presentation on pathways to student success at Family Night at all area schools.	Completed- Family Nights conducted by Admissions Staff, TRiO and Career Coaches.

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22		Conduct a Campus Security Information session at New Student Orientation.	Completed- Incorporated into New Student Orientation Fall 2009. Embedded into ACE course Fall 2011.
23		Review all possible and existing workshops that would be beneficial to first-year students to try to increase student use of support services.	Ongoing-Support Services announcements placed on ANC Facebook, ANC Messageboards, Course First Day Handouts, and emphasized in all student workshops.
24		Establish an Honors Program similar to existing programs at other community colleges in the region.	Addressed - Still needs attention
25		Form a committee to organize ANC's employees and students in nonacademic activities.	Addressed - Still needs attention
26		Provide an event for students and faculty to participate in together each semester.	Fall 2009 Meet and Greet held. Item Still needs attention.
27		Invite guest speakers on diversity to come present to students, faculty, and staff (ex. Local people if possible).	Began Spring 2009 and ongoing
28		Provide ANC Security business cards to all new students at New Student Orientation.	Completed- Handed out at New Student Orientation beginning Fall 2009. Embedded in ACE course, Fall 2011.
29		Create a New Student Orientation online to allow each student access to information of great importance.	Discussed-Still needs attention. ACE course will have an online component - projected Fall 2012.
30	<b>Academics</b>	Require at least one faculty/staff from each department to participate in New Student Orientation.	Completed-Each department participates in ACE course's two-day New Student Orientation component

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31		Create an Academic Advisory Counsel to provide continued oversight of academic advising for the first term and continuing ANC student.	Completed - Fall 2009. Revised Summer 2011 to become Master Advisor program.
32		Update the advisor's handbook with accurate information and enhance the advisory role.	Completed and continuously updated. Latest revision Fall 2011.
33		Require mandatory academic advising staff development and continued training for all faculty and staff providing academic advising.	Summer 2011 -Master Advisor program started with the concept of "train a few to train all".
34		Provide a mandatory advisor workshop training session for all adjunct and full-time faculty.	Provided with new student registration, Summer and Fall 2010 and continuing as processes are further developed. Links to assist adjunct faculty provided Spring 2011.
35		Create several prescribed academic schedules for new students (ex. Sample schedules for new students)	Addressed -Prescribed schedules do not fit our student demographics. Additional courses for new students that need at least two developmental courses were identified: Beginning Keyboarding, ACE, Physical Activity Physical Education Courses.
36		Require all administrators, faculty, adjunct faculty, and staff to routinely evaluate and improve the effectiveness of the instruction and/or services they deliver to the first-year student.	Systematic annual reviews by instructors, peer instructors, supervisors.

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37		Evaluate the student learning outcomes across all sections of each course included in the assessment plan.	Systematically evaluated through the College-wide Assessment program
38		Display educational posters designed by each department in viewing areas of all students concerning disciplinary processes and consequences regarding academic integrity.	Revised-Academic Integrity Policy included in all First Day Handouts, Faculty/Staff/Student Handbooks, and myANC Resources Tab.
39		Employ assessments that measure satisfaction within the learning community and implement on a regular/rotating basis (ex. Noel-Levitz, CCSSE, FSSE, etc.)	First Year and Transfer Student Survey 2010; Institution-developed Second Year Student Survey 2010; CCSSE for both student groups projected 2012
40		Develop an institution-wide comprehensive developmental advising program that has its own department and has a strong retention component.	Developmental Education Mentor/Advisor position added with express purpose of student success and retention of developmental education students. Early Alert system purchased 2010, implemented Fall 2011. Master Advisor Program implemented Summer 2011. Grant programs provide intrusive advising to students fitting their criteria.
41		Integrate student success indicators into departmental strategic planning.	Beginning 2010- Long-Range and Action Item Timeline Strategic Plannings Goals incorporated into annual Strategic Plan document.

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42		Eliminate gaps in the Intake Process by requiring a Dean, Division Chair, or Coordinator to sign-off on every student enrollment form prior to enrollment to ensure that properly informed advisement has taken place.	Advising and registration processes revised to eliminate gaps.
43		Increase faculty and staff access to and understanding of student demographic information and the analysis of student performance data.	Zogotech Estudios purchased to provide increased access of data to faculty and staff for better data-driven decisionmaking
44		Structure advising teams to accommodate students' schedules when advisor's office hours conflict the student's schedule.	Master Advisor program addressing the issue.
45		Appoint a committee to offer recommendations for re-structuring Personal Development.	Completed. ACE course created.
46		Include the disciplinary process and possible consequences regarding academic integrity in Personal Development.	Completed. ACE course addresses Academic Integrity Policy and consequences.
47		Hire a faculty member to be responsible for Personal Development to continually modify and assess it in order to ensure consistency.	Adjunct faculty/instructor teaching Personal Development hired Fall 2009 to redesign Personal Development; Project completed Spring 2011. Training of faculty teaching Personal Development provided Summer 2011. Responsibility moved to Developmental Ed Mentor/Advisor Fall 2011
48		Update the Personal Development description in the Student Handbook	Completed. Course is now called Academic and Career Enhancement.



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49		Include a rationale for each course performance unit.	Ongoing - Course rationales were present. Rationales for each performance unit included in First Day Handout beginning in 2009.
50		Promote teaching strategies that engage and excite the first year student.	Ongoing. iStream professional development modules (LENS/Getting Results) being completed by all full-time and adjunct faculty. Resource and Training Zone continues to initiate new strategic tools through How-To Tuesdays.
51		Develop institution-wide learning goals for new students that address areas of frustration for new students: poor study habits, poor work ethic, lack of basic skills, and poor time-management skills.	Spring 2010 in Personal Development, Fall 2010 Student Lingo, Continues through ACE course
52		Develop a system of reward for excellence in teaching new students.	Addressed. Not feasible to delineate new student teachers
53		Streamline communication between departments and with adjunct instructors.	Completed. Common email system established Fall 2009. Meeting time set aside for full-time/adjunct mentoring during semi-annual adjunct faculty meetings.
54		Create a handbook for adjunct faculty.	Incorporated information specific to adjuncts into Faculty and Academic Staff handbook and myANC Resources tab. Handbook updated yearly, myANC updated often

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55		Develop a plan to provide training for adjunct faculty	Three-year Professional Development modules developed beginning 2010. Beginning in academic year 2010-2011, increased adjunct faculty meetings to twice a year.
56		Promote and assess student learning outside of the classroom.	Service-learning incorporated into Human Relations and ACE courses. Music Concerts and Art Exhibits part of Fine Arts Appreciation courses. Assessment addressed by specific instructors.
57		Include one objective related to out-of-class events and activities in each departmental syllabi.	Under review
58		Include one departmental goal that relates to out-of-class events and activities.	Under review
59		Make a departmental syllabus for each class offered at ANC available to the instructor.	Completed. myANC Resources tab houses all First Day Handouts and Departmental Syllabi.
60	<b>Administration</b>	Provide a DFWI report for all classes to all faculty and administrators each semester.	Zogotech reports will provide DFWI.
61		Develop an institutional vision for an assessment of critical elements of student success, in particular, those that impact the first-year student.	Spring 2010. Added ANC Purpose #10 to specifically address impact on First Year students
62		Analyze the results of the DFWI reports.	Data gathered. Needs Attention.

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63		Add a goal specifically directed to first-year students to the Mission Statement.	Spring 2010. Added ANC Purpose #10 to specifically address impact on First Year students
64		Create a new standing committee that focuses on the first-year experience and oversees the Foundations of Excellence® Action Plan.	Completed June 2009 with the establishment of the First-Year Experience Committee
65		Target attention and resources to the classes with high DFWI percentage that enroll the largest percentage of new students annually.	Needs Attention
66	<b>Other</b>	Publish a student-prepared newsletter that would contain news of interest to both students and their family members.	Spring 2010. myANC group established with students interested in writing student-centered articles. Advisement of group turned over to Dean of Development and College Relations
67		Provide education about the Emergency Response Kits and Emergency Directory during reconvening.	Completed. Link to emergency information available at bottom of ANC websites. Emergency information flip booklets published and distributed. Tornado shelters identified with signage. Emergency Response Kits placed in strategic locations at all campuses/centers.
68		Gather a list of community resources for students with non-academic needs.	Ongoing. List currently included in Advising Handbook.
69		Create a mechanism for referring students with non-academic issues who need professional counseling.	Fall 2011 established Mentor/Advisor position

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70	<b>All College</b>	Initiate an organizational structure for facilitating partnerships between ANC satellite campuses with an integrated, seamless approach for providing both academic and student services to first year and continuing students.	Ongoing. Increasing use of myANC to provide all services electronically.
71		Design and implement a mechanism for sharing knowledge gained from conferences and workshops across the institution (ex. Prepare a synopsis of relevant information for distribution to appropriate personnel.).	Completed. Professional Development Sharing Blog established. Fall 2010.
72		Create a more welcoming attitude towards the students	Ongoing. Addressed in Advising handbook and college-wide annual meetings. Still needs addressing in Student Services and Business Office.
73		Develop a specific goal or objective that applies to the service of new students within each division.	Academic Division addresses the Law of Service in Modules 1 and 3 of the iStream Professional Development Modules. Still needs addressing in Student Services and Business Office.