



FY 23

STRATEGIC OBJECTIVES

Final Report for progress on achieving the FY 23 Objectives

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FY 23 Strategic Goals and Objectives

NWACC Strategic Plan SP: 2022-2023

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5.17 Provide quality events by purchasing/maintaining needed equipment. - A. Massri 33

5.18 Expand college’s state contract relationships - A. Massri 34

5.19 Create new budget book reports. Workday implementation has created a need for new report templates to complete the annual budget book. In addition, the budget book will be available via electronic and paper copies. - A. Massri 34

5.20 Review and revision of business continuity plan. (2-year rollover objective; FY22 and FY23) - A. Massri 35

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Mission & Vision

Mission: Empower lives, inspires learning, and strengthens community through accessible, affordable, quality education.

Vision: Positively changing the lives of those we serve.

Values

Facilitate continuous learning for students and stakeholders

Cherish academic, professional and personal integrity

Respect our differences and view them as a strength

Advance knowledge through individual and team challenges

Anticipate and respond to needs by encouraging innovative ideas and technologies

Develop the potential of the individual to achieve excellence

Value human resources over physical resources

1 Goal Learner Community

Provide and continuously strengthen quality programs and processes that support student achievement and success.

1.1 Objectives
Seek approval to launch the Food Entrepreneurship Program - T. Cornelius

1.1.1 Metrics
Degree Program Approval
Program approval by AHECB and HLC
SOURCE OF EVIDENCE

1.1.1.1 Measure of Success
Program approved by AHECB and HLC Partially Met

MEASURE OF SUCCESS Notification of degree program approved by AHECB and HLC

We have launched one “experimental course” in the Entrepreneurship program

1.2 Objectives

Seek approval to launch the Bar and Beverage Management Program - T. Cornelius

1.2.1 Metrics

Get all approvals to offer a Bar and Beverage Management Program

Program is approved and being offered to students

SOURCE OF EVIDENCE

1.2.1.1 Measure of Success

Program is approved and being offered to students Not Met

MEASURE OF SUCCESS Students enrolled in program

FINDINGS Bar and Beverage management program is on hold as we seek a new faculty member; adjunct; to assist in revision of the program since James King has left.

1.3 Objectives

Adult Education is implementing a new orientation session, Student Success Meetings, which is more focused on identifying the individual needs of the students as well as their barriers. The purpose is to also screen to SNAP and TANF eligibility as well as to connect the student with community resources. All new students are now required to go through the SSM - T. Cornelius

1.3.1 Metrics

Serve 650 students

SOURCE OF EVIDENCE

Count - Academic Direct

1.3.1.1 Measure of Success

Number of students served Met

MEASURE OF SUCCESS Goal is to serve 650 students

FINDINGS During the first six months of the 2022-2023 school year 657 adults have successfully

completed Orientation. Adults are placed in the orientation appropriate for their educational goal: GED, GED in Spanish, ESL, and Career Education.

1.4 Objectives

Hire new Faculty and Coordinator to support health professions programs of study - T. Cornelius

1.4.1 Metrics

Identify and hire faculty

SOURCE OF EVIDENCE

1.4.1.1 Measure of Success

Faculty hired Not Met

MEASURE OF SUCCESS

Faculty hired

FINDINGS

Goal is unmet. Losing faculty due to higher industry salaries

1.5 Objectives

Increase admission of Nursing program by 24-40 students by reopening LPN/Paramedic to RN program - T. Cornelius

1.5.1 Metrics

Serve 40 more students in Nursing program by 2023

SOURCE OF EVIDENCE

Enrollment Records - Administrative

1.5.1.1 Measure of Success

Number of Students Enrolled Partially Met

MEASURE OF SUCCESS

11th day enrollment numbers indicate an increase of 50 students in the nursing program

FINDINGS

Opening the LPN to RN track in Jan 23 - We have accepted 29 total, 31 applied

1.6 Objectives

The Dental Assisting program will expand our contact with area dental offices to increase our students' opportunities to interact with the dental professionals both as students and as alumni. - T. Cornelius

1.6.1 Metrics

Develop a list of dental offices and agencies contacted and their response

SOURCE OF EVIDENCE

1.6.1.1 Measure of Success

List of offices Met

MEASURE OF SUCCESS List of offices contacted

FINDINGS Expansion of 10 offices that have agreed to take students.

1.7 Objectives

Meet 50-75% of the metrics for Year 1 participation in Non-Credit Alignment Lab (to create a more unified community college and streamline the non-credit student experience) - T. Cornelius

1.7.1 Metrics

50% of metrics met

SOURCE OF EVIDENCE

1.7.1.1 Measure of Success

Metrics set by ACCT are met Partially Met

MEASURE OF SUCCESS 50% met

FINDINGS As of December 2022, the NCAL team has attended all Communities of Practice, met monthly with coaches, mapped a pathway for Non-Credit coursework in the trades and in general technology; the application process for all students has been aligned

1.8 Objectives

Improve outreach to minority/underserved communities in College marketing efforts - G. Hodges

1.8.1 Metrics

Allocate at least 25% of marketing budget to targeting minority communities

SOURCE OF EVIDENCE

Budget - Administrative

1.8.1.1 Measure of Success

Budget analysis

Not Met

MEASURE OF SUCCESS 25% of marketing budget targeted

FINDINGS Marketing is continuing to work towards this goal

1.9 Objectives

Identify and fund endowed faculty position in area of need - L. Anderson
College leadership has identified nursing faculty as the area of need, specifically for the Washington County campus expansion project. Funding conversations continue with Excellerate Foundation, the Northwest Arkansas Council and health systems partners.

1.9.1 Metrics

Minimum of one nursing faculty position funded by Excellerate/NWA Council/Health Systems partners.

SOURCE OF EVIDENCE

Fiscal and HR Records - Administrative

1.9.1.1 Measure of Success

Fully funded endowed nursing faculty position for WCC

Partially Met

MEASURE OF SUCCESS

FINDINGS Fund raising is on going

1.10 Objectives

Contain costs of higher education by reducing overall student educational costs by offering more OER options as alternatives to high-cost textbooks. - - R. Tompkins

1.10.1 Metrics

Adopt 5 new OER textbooks

SOURCE OF EVIDENCE

Count - Academic Direct

1.10.1.1 Measure of Success

Textbooks adopted Partially Met

MEASURE OF SUCCESS 5 adopted

FINDINGS Two OER textbook adoptions to take place in Spring 2023: Doug Krueger's PHIL 2033: World Religion course should save students about \$99.95, Kurtis Cecil's BOTY 1614: Plant Biology course should save \$89 per book

1.11 Objectives

Review and select the new student success software to replace Success Planner - R. Tompkins

1.11.1 Metrics

Purchase student success software

SOURCE OF EVIDENCE

1.11.1.1 Measure of Success

Evaluation and purchase made Partially Met

MEASURE OF SUCCESS College budgets and purchases software

FINDINGS Software options evaluated and recommendation made to IT. No software has been purchased at this time

1.12

Objectives

Complete Center for Academic Excellence in Cybersecurity with National Cyberwatch Center - R. Tompkins

1.12.1

Metrics

Documentation submitted

SOURCE OF EVIDENCE

1.12.1.1

Measure of Success

Documentation submitted for recognition Met

MEASURE OF SUCCESS

Acknowledgement of submission

FINDINGS

Application was submitted in October and has made it through the initial assessment. BCIS has met with our “Mentor” and have submitted clarifying documents. Our application has been judged to be “complete” and is in review

1.13

Objectives

Standardize Academic Division Advising model with a comprehensive review of duties and advising plan (includes making 100% divisional advisors when appropriate). - R. Tompkins

1.13.1

Metrics

Model developed

SOURCE OF EVIDENCE

1.13.1.1

Measure of Success

Advising model developed Not Met

MEASURE OF SUCCESS

Model developed and plan shared with college community

FINDINGS

Meeting scheduled to discuss with Student Services. Budget requested to maintain academic advisors funded through Cares Funds

1.14

Objectives

Lower advisor/student ratio toward the NACADA target of 300:1 by 2023. - J. White

1.14.1

Metrics

Add permanent advisor positions

SOURCE OF EVIDENCE

1.14.1.1

Measure of Success

Add permanent advisors Not Met

MEASURE OF SUCCESS

2 new permanent advisors hired

FINDINGS

An additional advisor position was requested for FY24 for BCIS and Health Professions

1.15

Objectives

Fall to Fall Retention Pilot – the college’s five-year fall to fall retention data demonstrates that less than 50% of students in good standing return for the subsequent fall semester. This pilot would create a role in the academic advising unit to oversee strategic communications and outreach to keep more students enrolled at NWACC until they’ve earned a credential – preferably an AA, or AS degree. - J. White

1.15.1

Metrics

Fall to spring and fall to fall retention

SOURCE OF EVIDENCE

Retention Rates - Retention

1.15.1.1

Measure of Success

Fall to spring and fall to fall retention Not Met

MEASURE OF SUCCESS

Increase above 50% baseline

FINDINGS

Fall to Fall retention for 2021 was 46.2%

1.15.1.2

Measure of Success

Degrees and Certificates awarded Met

MEASURE OF SUCCESS 5% increase in degrees and certificates awarded

FINDINGS NWACC awarded 2,052 degrees and certificates an Academic Year 2022. This represents a 6% increase over AY21.

1.16 Objectives

Collect qualitative and quantitative data on student success to start a college-wide conversation on student success priorities focused on student retention, persistence, and completion - J. White and R. Tompkins

1.16.1 Metrics

Fall 2022 Student Success Data

SOURCE OF EVIDENCE

1.16.1.1 Measure of Success

Data collected and baseline measurements established Partially Met

MEASURE OF SUCCESS Baseline measurements established

FINDINGS

1.16.1.2 Measure of Success

Spring/Summer Student Success Summit Not Met

MEASURE OF SUCCESS Event held for faculty and staff

FINDINGS Event was not held

1.17 Objectives

Reimagine the current structure and programming associated with the Student Government Association with the development of an SGA election - J. White

1.17.1 Metrics

SGA Elections and Officers

SOURCE OF EVIDENCE

1.17.1.1 Measure of Success
Election and Officers Partially Met

MEASURE OF SUCCESS Election is held and 8 officers elected to SGA

FINDINGS

1.18 Objectives
Develop a formal partnership with an international student recruitment organization - J. White

1.18.1 Metrics
International Student Enrollment
SOURCE OF EVIDENCE
Enrollment Records - Administrative

1.18.1.1 Measure of Success
Increased enrollment through documented partnership Not Met

MEASURE OF SUCCESS Enrollment increase of international students

FINDINGS Proposed partner declined application because of perceived barriers to success, one of which being the lack of residence halls.

1.19 Objectives
Continue implementation of the second phase of the Workday initiative. This phase will focus on modernizing our administrative and learner-facing applications. We will reduce costs for supporting ERP/SIS while extending our capabilities. This will be a multi-year project. - A. Massri

1.19.1 Metrics
Workday Phase 2
Progress on implementation of Phase 2 of Workday
SOURCE OF EVIDENCE

1.19.1.1 Measure of Success
Student portion of Workday Implemented **Partially Met**

MEASURE OF SUCCESS Workday Student by Fall 2023

FINDINGS College successfully utilizing Workday Student by Fall 2023

1.20 Objectives
Complete After Action Review (AAR) of college pandemic response; full assessment of all teams, response teams, protocols, procedures, and findings. - A. Massri

1.20.1 Metrics
After Action Review Matrix Created
SOURCE OF EVIDENCE
Team Work - Academic Direct

1.20.1.1 Measure of Success
After Action Review Completed **Met**

MEASURE OF SUCCESS Complete Matrix and Emergency Management Plan

FINDINGS Completed Emergency Management Plan

1.21 Objectives
Update/create policies and procedures for college affiliated student travel and field trips. - A. Massri

1.21.1 Metrics
Student travel and field trips
SOURCE OF EVIDENCE

1.21.1.1 Measure of Success

College affiliated student travel and field trips **Met**

MEASURE OF SUCCESS Approval of policies and procedures by Expanded Cabinet

FINDINGS A full assessment of all policies, procedures, protocols and forms has been completed. Significant gaps have been identified.

1.22 Objectives

Review policies, procedures and protocols for youth programs and minors on campus - A . Massri

1.22.1 Metrics

Policies and procedures for youth programs and minors on campus

SOURCE OF EVIDENCE

Policies and Procedures - Administrative

1.22.1.1 Measure of Success

Youth and Minor Policies and Procedures **Met**

MEASURE OF SUCCESS Implementation of policies and procedures

FINDINGS Policies and procedures approved by Expanded Cabinet

1.23 Objectives

Perform a thorough review of the College's current Title IX Sexual Harassment and Discrimination policies, procedures, and processes, as they align with federal and state regulations. Review will include assessment of training for: employees, students, Title IX Coordinator, Title IX Deputies and Title IX Team, Conduct Review Board (investigators), and Department of Public Safety. Review will also include annual requirements for notifications to college community, a review of internal and external resources, and a review of any webpages and publications geared towards Title IX efforts. - A. Massri

1.23.1 Metrics

Title IX Sexual Harrassment and Discrimination

SOURCE OF EVIDENCE

Policies and Procedures - Administrative

1.23.1.1 Measure of Success
Title IX Sexual Harrassment and Discrimination policy and procedures reviewed
Met

MEASURE OF SUCCESS Implementation of policies and procedures

FINDINGS Policies and procedures approved by Expanded Cabinet

2 Goal
Business Community

Enhance partnerships with and provide support to local business, industry and the general public by offering innovative approaches to curriculum, training and other relevant services.

2.1 Objectives
Secure two – three corporate Apprenticeship partnerships for the Culinary Apprenticeship program launched in Spring 2022. - T. Cornelius

2.1.1 Metrics

Two to three sponsors secured

SOURCE OF EVIDENCE

2.1.1.1 Measure of Success
Number of sponsors secured **Partially Met**

MEASURE OF SUCCESS 2 sponsors

FINDINGS Meet with students at the Hive @ 21C/ and within the Rope Swing Restaurant group

2.2 Objectives

Adult Education now has a fulltime Job Placement Coordinator. This new position will help graduates, completers, and currently enrolled students obtain employment. The goal is not only to obtain employment but to match the

employment opportunity to meet the students interests and abilities

2.2.1 Metrics

Job Placement Coordinator to serve 30 students

SOURCE OF EVIDENCE

Count - Academic Direct

2.2.1.1 Measure of Success Met

Number of students served

MEASURE OF SUCCESS 30 students

FINDINGS Monthly presentations to three GED classes and ESL Levels 5 and 6. Presentations included: Career Search, Interviewing skills, and bridging to post-secondary (NWACC). 32 Bridge Student contacts; 43 employer contacts; 20 job referrals; 2 students employed

2.3 Objectives

Increase awareness of dental assisting program with area dentist and dental professionals - T. Cornelius

2.3.1 Metrics

Survey of area dentist and dental professionals

SOURCE OF EVIDENCE

Community Partner Survey - Academic Indirect

2.3.1.1 Measure of Success Not Met

Survey completed and data analyzed

MEASURE OF SUCCESS Report of survey responses and next steps

FINDINGS Nothing to report at this time

2.4 Objectives
CNA/PCA program will work with area agencies to fill employment needs - T. Cornelius

2.4.1 Metrics

Compiled list of area agencies using CNA/PCAs
SOURCE OF EVIDENCE

2.4.1.1 Measure of Success

List compiled and agencies contacted **Not Met**

MEASURE OF SUCCESS Summary of results and next steps

FINDINGS Not completed

2.5 Objectives
Pursue avenues to increase our Minority business spend - A. Massri

2.5.1 Metrics

Additional minority business listed in administrative system; share of budget spent with these vendors
SOURCE OF EVIDENCE
Team Work - Academic Direct

2.5.1.1 Measure of Success

Number of vendors and dollars spent **Partially Met**

MEASURE OF SUCCESS Developing strategies to attain college initiatives

FINDINGS Breaking down barriers of communication

3 Goal
Taxpayer

Strive to be effective and ethical stewards of taxpayer dollars by maximizing resources and containing costs to allow affordable tuition rates for our students.

3.1

Objectives

To support the college’s mission and vision, we will map between 25-50% of our business processes in each program over the following year to find efficiencies, eliminate redundancies, and provide business continuity during our Workday implementation to assist with data collection/management and assist with student retention, completion, and credentialing - T. Cornelius

3.1.1

Metrics

Map 25% of Business processes in each program

SOURCE OF EVIDENCE

3.1.1.1

Measure of Success

Process maps Partially Met

MEASURE OF SUCCESS

Maps completed, recommendations for changes made

FINDINGS

As of December 2022, WED has a Sharepoint for Divisional processes, and three of our six program areas have fully mapped processes, two have partial, and our Marketing area is fully process mapped

3.2

Objectives

Introduce all new Benton and Washington County state legislators elected in 2022 to NWACC - G. Hodges

3.2.1

Metrics

Event hosted

SOURCE OF EVIDENCE

3.2.1.1

Measure of Success

Event hosted Met

MEASURE OF SUCCESS

Attendance and materials from event

FINDINGS

On December 20, 2022, NWACC hosted over a dozen state legislators from Benton and Washington counties. Dr. Rittle and Grant Hodges discussed the millage referral and NWACC’s funding from the state. Dr. Wallenmeyer and Ben Aldama joined as well.

3.3 Objectives

Focused fundraising on NWACC NOW! Campaign to reach goal of \$12M - L. Anderson
NWACC Foundation continues to raise private funds to benefit the Washington County Facility in Springdale.

3.3.1 Metrics

Dollars generated due to fundraising campaign

SOURCE OF EVIDENCE

Fiscal Records - Administrative

3.3.1.1 Measure of Success

Donations received Partially Met

MEASURE OF SUCCESS Fundraising goal met, bond paid down in full.

FINDINGS Fundraising continues toward meeting this goal

3.4 Objectives

Generate student semester credit hours equal to or greater the 2021-22 budget projection - J. White

3.4.1 Metrics

SSCH generated

SOURCE OF EVIDENCE

Enrollment Records - Administrative

3.4.1.1 Measure of Success

Fall and Spring SSCH generated Partially Met

MEASURE OF SUCCESS Flat or increased SSCH compared to previous year

FINDINGS Flat or increased SSCH compared to previous year

4

Goal

Pre-K through Grade 16 Community

Develop, expand, and enhance collaborative partnerships with local K-12 and university partners.

4.1

Objectives

Expand the pilot with ACHE to include three additional elementary schools in Fort Smith - T. Cornelius

4.1.1

Metrics

Add 3 schools to ACHE program in Fort Smith

SOURCE OF EVIDENCE

4.1.1.1

Measure of Success

Schools added Partially Met

MEASURE OF SUCCESS 3 Schools added

FINDINGS Food met the schools and ACHE. The program is now being directed by ACHE solely

4.2

Objectives

Launch Brightwater courses within Bentonville West High School – this will increase access to additional students within the Bentonville area - T. Cornelius

4.2.1

Metrics

Food studies classes launched at Bentonville West High School

SOURCE OF EVIDENCE

Course Schedule - Administrative

4.2.1.1

Measure of Success

Number of courses, students and SSCH Not Met

MEASURE OF SUCCESS Number of courses, students and SSCH

FINDINGS Bentonville West – halted the programming as the instructor being trained was needed to teach a different tract. Should begin again in the 23/24 academic year. Bentonville halted their ECE Brightwater offering for the 22/23 year.

4.3

Objectives

Increase awareness of the dental assisting program in area K-12 institutions/students with additional focus placed on under-represented groups - T. Cornelius

4.3.1

Metrics

Enrollment of under-represented groups in Dental Assisting program

SOURCE OF EVIDENCE

Enrollment Records - Administrative

4.3.1.1

Measure of Success

Enrollment in Dental program Not Met

MEASURE OF SUCCESS

Number of students by gender and ethnicity

FINDINGS

Nothing Reported at this time

4.4

Objectives

Increase Hispanic student enrollment to level of Hispanic Serving Institution status - J. White

4.4.1

Metrics

Hispanic student enrollment

SOURCE OF EVIDENCE

Enrollment Records - Administrative

4.4.1.1

Measure of Success

Fall student enrollment data Not Met

MEASURE OF SUCCESS

Number and percentage of Hispanic students enrolling

FINDINGS

Number and percentage of Hispanic students enrolling

4.5 Objectives

Continue to expand partnerships with local high schools and increase credential completion by ECE students - J. White

4.5.1 Metrics

Number of high school partnerships

SOURCE OF EVIDENCE

4.5.1.1 Measure of Success

Number of partnerships Partially Met

MEASURE OF SUCCESS At least one new partnerships

FINDINGS At least one new partnerships

4.6 Objectives

Secure the State College and Career Coach Grant for 2022-23 - J. White

4.6.1 Metrics

College and Career Coach Grant

SOURCE OF EVIDENCE

4.6.1.1 Measure of Success

Grant written and awarded Met

MEASURE OF SUCCESS Receive grant award

FINDINGS Receive grant award

5 Goal

College Community

Provide an open and transparent environment where students, staff, faculty, and alumni feel welcome, safe, valued, connected and informed.

5.1

Objectives

Provide Dental Assisting alumni with detail list of program needs to increase donations that support the program - T. Cornelius

5.1.1

Metrics

List of Dental Program needs shared with program alumni

SOURCE OF EVIDENCE

Alumni efforts - Alumni

5.1.1.1

Measure of Success

Alumni contacted and donations received **Met**

MEASURE OF SUCCESS

Donations received to support the Dental program

FINDINGS

Donations received to support the Dental program

5.2

Objectives

Keep 21-22 goal, to support the College’s mission and vision, Marketing/PR/Government Relations Department’s goal is to work on the college community strategic goals and the business and broader community by updating and publishing an NWACC brand style guide by Fall 2021; potentially add web and editorial style guide - G. Hodges

5.2.1

Metrics

Published style guide

SOURCE OF EVIDENCE

5.2.1.1

Measure of Success

Style Guide **Partially Met**

MEASURE OF SUCCESS

Guide published and shared with college community

FINDINGS

Amy Rodriguez and Hisleny Garcia Campos produced a brand guide that covers most of the college’s branding guidelines, which has been shared with numerous internal and external clients. The department intends to expand it and include web and style guides.

5.3

Objectives

Create informational videos for each of the academic divisions for use on the website, social media, and enrollment support - G. Hodges

5.3.1

Metrics

Academic informational videos produced

SOURCE OF EVIDENCE

Recruitment - Administrative

5.3.1.1

Measure of Success

Academic program informational videos produced; next steps determined

Not Met

MEASURE OF SUCCESS

FINDINGS

Academic program informational videos produced; next steps determined

5.4

Objectives

Expand digital advertising to more platforms to reach a broader audience for enrollment - G. Hodges

5.4.1

Metrics

Expanded digital advertising to more platforms

SOURCE OF EVIDENCE

Recruitment - Administrative

5.4.1.1

Measure of Success

Number of new platforms **Met**

MEASURE OF SUCCESS

FINDINGS

3 additional platforms

3 additional platforms

5.5 Objectives

Capture Alumni Information into RE - L. Anderson

Capture graduating class of 2021 in database and survey for Alumni Program feedback.

5.5.1 Metrics

Capture 2021 graduating class into RE database and survey for Alumni Program feedback.

SOURCE OF EVIDENCE

Alumni efforts - Alumni

5.5.1.1 Measure of Success

All 2021 graduating class in database **Met**

MEASURE OF SUCCESS Alumni survey conducted using database

FINDINGS Survey completed

5.6 Objectives

Provide mental health training, services, and professional development for college stakeholders - J. White

5.6.1 Metrics

Student Services staff receive training

SOURCE OF EVIDENCE

Training Records - Administrative

5.6.1.1 Measure of Success

Agenda, attendance and training materials **Partially Met**

MEASURE OF SUCCESS 75% of Student Services staff trained; post training survey

FINDINGS 75% of Student Services staff trained; post training survey

5.7 Objectives

Design and implement institutional compliance matrix - - A. Massri

This is a carryover 2-year goal 2021-2022 and 2022-2023 (FY23)

5.7.1

Metrics

Academic Direct
Compliance Matrix

SOURCE OF EVIDENCE

Team Work - Academic Direct

5.7.1.1

Measure of Success

Matrix implmeneted and shared with college community

Partially Met

MEASURE OF
SUCCESS

Presentation to college community

FINDINGS

Documentation Needed improvement

5.8

Objectives

Design and implement an information governance (IG) program to more effectively address the collection, retention, and disposal of information to strengthen information security and privacy protections, improve effectiveness, and ensure compliance with state and federal regulations. - A. Massri

5.8.1

Metrics

Information Governance program Designed and shared with college community

SOURCE OF EVIDENCE

Team Work - Academic Direct

5.8.1.1

Measure of Success

Documented program and presentation to college community

Partially Met

MEASURE OF
SUCCESS

Policy, procedures and agendas

FINDINGS

Policy, Procedures and Agendas - significant gaps have been identified.

5.9

Objectives

Assess current state and federal compliance training regulations, review our College's current compliance training materials and providers, and identify training gaps and attempt reduce risk to the institution. - A. Massri

5.9.1 Metrics

Assessment Report

SOURCE OF EVIDENCE

Assessment and Improvement Reports - Administrative

5.9.1.1 Measure of Success

Assessment complete and shared with college community. Partially Met

MEASURE OF SUCCESS Policies, procedures, agendas

FINDINGS Policy, Procedures and Agendas

5.10 Objectives

Develop a well-trained confident staff to improve morale by coordinating with NWACC technical trainer to create aids and training sessions - A. Massri

5.10.1 Metrics

Create aids and training sessions

SOURCE OF EVIDENCE

Professional Development - Administrative

5.10.1.1 Measure of Success

Trainings and job aids Partially Met

MEASURE OF SUCCESS Implementation of training modules

FINDINGS Number of trainings and job aids created/offered

5.11 Objectives

Updating college purchasing policy to reflect new ERP and standards - A. Massri

Updating college purchasing policy

5.11.1 Metrics

Purchasing Policy

SOURCE OF EVIDENCE

Policies and Procedures - Administrative

5.11.1.1 **Measure of Success**

Policy updated **Met**

MEASURE OF SUCCESS Implementation of all ERP and standards needed to perform efficiently

FINDINGS Policy updated and approved by Expanded Cabinet

5.12 **Objectives**

Create internal audit checks for compliance, consistency, and efficiencies. - A. Massri
Policy updated and approved by Expanded Cabinet. Complete.

5.12.1 **Metrics**

Internal Audit checks

SOURCE OF EVIDENCE

5.12.1.1 **Measure of Success**

Implementation of internal audit checks **Met**

MEASURE OF SUCCESS Monthly position reports to AI Massri and Diana Johnson. Others as requested.

FINDINGS Workday allows users access to significant information directly; reports provides as requested

5.13 **Objectives**

Create and provide budget reports quarterly that are understandable and clear to Deans, Expanded Cabinet and Administration. - A. Massri
Create and provide budget reports quarterly that are understandable and clear to Deans, Expanded Cabinet and Administration

5.13.1 **Metrics**

Budget Reports proved to Expanded Cabinet

SOURCE OF EVIDENCE

5.13.1.1 Measure of Success

Quarterly budget reports provided **Partially Met**

MEASURE OF SUCCESS Implementation of standardized reporting

FINDINGS Online report submitted - Preliminary schedules completed; challenges with certain sections staffing issues

5.14 Objectives

Build stronger relationship and increase communication with state of Arkansas' APO group - A. Massri

Build stronger relationship and increase communication with state of Arkansas' APO group

5.14.1 Metrics

Build relationships

SOURCE OF EVIDENCE

5.14.1.1 Measure of Success

Contracts through piggyback language **Partially Met**

MEASURE OF SUCCESS Strong relationship and communication with state of Arkansas

FINDINGS More contracts realized through "piggyback" language, increasing our speed of procurement.

5.15 Objectives

Attend the CUPA, ARCUPA and NOARK meetings and conferences to develop and expand relationships within the Higher Ed communities - A. Massri

5.15.1 Metrics

Attend the CUPA, ARCUPA and NOARK

SOURCE OF EVIDENCE

Conference Attendance or Participation - Administrative

5.15.1.1 Measure of Success
Conference attended **Met**

MEASURE OF SUCCESS Attend all conferences to establish connections in Higher Education communities.

FINDINGS Attend the CUPA, ARCUPA and NOARK meetings and conferences to develop and expand relationships within the Higher Ed communities.

5.16 Objectives
Complete research in conjunction with the task force to write well rounded RFP for bookstore services. - A. Massri
Complete research in conjunction with the task force to write well rounded RFP for bookstore services

5.16.1 Metrics
Bookstore RFP
SOURCE OF EVIDENCE

5.16.1.1 Measure of Success
RFP and contract analysis for completion **Met**

MEASURE OF SUCCESS RFP completed and processed

FINDINGS RFP process completed and bookstore contract finalized

5.17 Objectives
Provide quality events by purchasing/maintaining needed equipment. - A. Massri
Purchasing and maintaining of NWACC equipment when needed

5.17.1 Metrics
Purchase of AV equipment for Oakrooms
SOURCE OF EVIDENCE

5.17.1.1 Measure of Success
Equipment is purchased and installed **Met**

MEASURE OF SUCCESS Maintain system performance

FINDINGS Completed purchase and installation.

5.18 Objectives
Expand college's state contract relationships - A. Massri
Expand state contract relationships

5.18.1 Metrics
Increase percent of spend by state contracts
SOURCE OF EVIDENCE
Budget - Administrative

5.18.1.1 Measure of Success
State contracts **Met**

MEASURE OF SUCCESS Percentage

FINDINGS Increased Percentage of state contracts

5.19 Objectives
Create new budget book reports. Workday implementation has created a need for new report templates to complete the annual budget book. In addition, the budget book will be available via electronic and paper copies. - A. Massri

5.19.1 Metrics
Budget book complete by July 2022
SOURCE OF EVIDENCE
Budget - Administrative

5.19.1.1 Measure of Success
Budget book complete and accurate **Met**

MEASURE OF SUCCESS Publish and share

FINDINGS Budget book published and shared with college community

5.20 Objectives

Review and revision of business continuity plan. (2-year rollover objective; FY22 and FY23) - A. Massri

5.20.1 Metrics

Continuity planning

SOURCE OF EVIDENCE

5.20.1.1 Measure of Success

Review and approval of continuity plan; table-top exercises Partially Met

MEASURE OF SUCCESS Planning and approval of needed plans

FINDINGS Revised plans (tailored to the public- not revealing anything confidential) have been uploaded to the website and Emergency Handbooks have been uploaded for reference to the website as well. This work is still in process.

5.21 Objectives

Campus cameras and monitoring system. - A. Massri

Revised plans (tailored to the public- not revealing anything confidential) have been uploaded to the website and Emergency Handbooks have been uploaded for reference to the website as well. This work is still in process.

5.21.1 Metrics

Review of security and monitoring systems

SOURCE OF EVIDENCE

Team Work - Academic Direct

5.21.1.1 Measure of Success

Review complete and recommendations made Partially Met

MEASURE OF SUCCESS Meetings including Facilities, IT, DPS and Operations.

FINDINGS The college received quotes for varying stages of work, based on an overall security assessment identifying needs, gaps, and issues. New CIO was onboarded in January 2023. Once new CIO has reviewed, we will move forward. Largest issue and gap identified i

5.22 Objectives

Internal review of our campus police department. - A. Massri

Complete an internal review of our campus police department to ensure we are operating to the highest professional level possible.

5.22.1 Metrics

Review of Police department procedures

SOURCE OF EVIDENCE

Team Work - Academic Direct

5.22.1.1 Measure of Success

Review complete Met

MEASURE OF SUCCESS Recommendations made to Cabinet

FINDINGS A review of budget cuts and constraints remains a constant issue at this point. All training, policies and procedures, annual requirements, and tracking for all training and requirements is currently underway.