

## KCTCS Goals with Supporting HCTC and Operational Plan Goals

Division: Hazard Community and Technical College

### KCTCS Goal



1: Advance Excellence and Innovation in Teaching, Learning and Service.

**Start:** 7/1/2010

**End:** 6/30/2016

**Responsible Role:**

**Progress:** Ongoing

#### Related Items



1: HCTC Will Advance Excellence and Innovation in Teaching, Learning and Service.



1: Advance Excellence and Innovation in Teaching, Learning, and Service.

President's Office will advance excellence and innovation in teaching, learning, and service.

**Start:** 7/1/2010

**End:** 6/30/2011

**Progress:** In Process

**Unit:** President's Office

**Responsible Roles:** Executive Assistant to President (Combs, Delcie)



1: Facilitate college-wide strategic planning

Facilitate college-wide strategic planning

**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Institutional Effectiveness, Planning, and Research

**Responsible Roles:** Institutional Effectiveness Dean (Shaffer, Germaine)



4: Institutional effectiveness will be supported.

Institutional effectiveness will be supported.

**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Institutional Research

**Responsible Roles:** Institutional Research Coordinator (Puffer, Lois)



1: Process Mapping

Process Mapping

**Start:** 7/1/2010

**End:** 6/30/2011

**Progress:** In Process

**Unit:** Human Resources

**Responsible Roles:** Director, Human Resources (Combs, Vickie), HR Specialist (Collins, Mindy)



1: Process Mapping

Process Mapping




**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Human Resources

**Responsible Roles:** Director, Human Resources (Combs, Vickie), HR Specialist (Collins, Mindy)


-  **1: Provide PC workstations and peripherals.**  
Provide PC workstations and peripherals, for students, faculty, staff, and administration that will enable them to run state of the art software to process information necessary to complete their goals.
- Start:** 7/1/2011  
**End:** 6/30/2012  
**Progress:** In Process  
**Unit:** Technology Solutions  
**Responsible Roles:** Chief Information Officer (Roark, Donna)
-  **1: Provide PC workstations and peripherals.**  
Provide PC workstations and peripherals, for students, faculty, staff, and administration that will enable them to run state of the art software to process information necessary to complete their goals.
- Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Technology Solutions  
**Responsible Roles:** Chief Information Officer (Roark, Donna)
-  **1: Relationship Building**  
Maintain a strong, positive working relationship with secondary education institutions, adult, Area Technology Centers, and workforce providers in HCTC's service area and postsecondary institutions statewide to facilitate student enrollment and transfer
- Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Student Services  
**Responsible Roles:** Vice President, Student Services (Fraley, Doug)
-  **2: Crisis Management Team will review safety/security.**  
Crisis Management Team will provide continuous review of campus security and security.
- Start:** 7/1/2011  
**End:** 6/30/2012  
**Progress:** In Process  
**Unit:** Operations/Safety and Security  
**Responsible Roles:** Dean of Operations (Landrum, Fred)
-  **2: Facilitate and administer college-wide assessment processes**  
Facilitate and administer college-wide assessment processes
- Start:** 7/1/2011  
**End:** 6/30/2012  
**Progress:** In Process  
**Unit:** Institutional Effectiveness, Planning, and Research  
**Responsible Roles:** Institutional Effectiveness Dean (Shaffer, Germaine)
-  **2: Hiring Process**  
Hiring Process
- Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Human Resources  
**Responsible Roles:** Director, Human Resources (Combs, Vickie), HR Specialist (Collins, Mindy)

 **2: Hiring Process**

Hiring Process

**Start:** 7/1/2011**End:** 6/30/2012**Progress:** In Process**Unit:** Human Resources**Responsible Roles:** Director, Human Resources (Combs, Vickie), HR Specialist (Collins, Mindy) **2: Liberal Arts/General Studies**

Provide liberal arts/ general studies programming suitable for transfer to baccalaureate degrees.

**Start:** 7/1/2010**End:** 6/30/2011**Progress:** In Process**Unit:** Academic Services**Responsible Roles:** Director, University Center of the Mountains (Mobelini, Deronda), Director for Virtual Learning Initiatives (Strong, Ella), Dean, General Education (Smith, Leila), Dean, Allied Health & Distance Learning (Napier, Anna), Provost / Vice President, Academic Services (Smoot, Kathy) **2: Provide state of the art technologies.**

Provide state of the art technologies to permit students, faculty, staff, and administration to access local area network, internet, distance learning classrooms, and to have remote access to HCTC.

**Start:** 7/1/2011**End:** 6/30/2012**Progress:** In Process**Unit:** Technology Solutions**Responsible Roles:** Chief Information Officer (Roark, Donna) **2: Provide tele-computer communications.**

Provide state of the art tele/computer communications to permit students, faculty, staff, and administration to access local area network, internet, distance learning classrooms, and to have remote access to HCTC.

**Start:** 7/1/2010**End:** 6/30/2011**Progress:** In Process**Unit:** Technology Solutions**Responsible Roles:** Chief Information Officer (Roark, Donna) **2: Quality Customer Service**

Business Services will provide quality customer service.

**Start:** 7/1/2010**End:** 6/30/2011**Progress:** In Process**Unit:** Business Services**Responsible Roles:** Vice President, Business Services (Landrum, Fred), Dean, Business Services (Watts, Connie), Office Manager, Hazard Campus (Hall, Jackie) **3: Diversity**

Diversity


**Start:** 7/1/2011**End:** 6/30/2012**Progress:** In Process**Unit:** Human Resources**Responsible Roles:** Director, Human Resources (Combs, Vickie), HR Specialist (Collins, Mindy)

-  **3: Diversity**  
Diversity
- Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Human Resources  
**Responsible Roles:** Director, Human Resources (Combs, Vickie), HR Specialist (Collins, Mindy)
-  **3: Facilitate and provide data through institutional research activities**  
Facilitate and provide data through institutional research activities
- Start:** 7/1/2011  
**End:** 6/30/2012  
**Progress:** In Process  
**Unit:** Institutional Effectiveness, Planning, and Research  
**Responsible Roles:** Dean, Institutional Effectiveness (Shaffer, Germaine)
-  **3: Inform employees about policies/procedures**  
Business Services will provide useful information to employees about KCTCS/HCTC policies.
- Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Business Services  
**Responsible Roles:** Vice President, Business Services (Landrum, Fred), Dean, Business Services (Watts, Connie), Office Manager, Hazard Campus (Hall, Jackie)
-  **3: Maintenance will maintain campus environment.**  
Maintenance will provide a healthy, comfortable, and attractive campus environment.
- Start:** 7/1/2011  
**End:** 6/30/2012  
**Progress:** In Process  
**Unit:** Operations/Safety and Security  
**Responsible Roles:** Dean of Operations (Landrum, Fred)
-  **3: Provide training.**  
Provide students, faculty, staff, and administration with the level of training to enable them to use Microsoft applications software, electronic mail, Internet software or any other specialized software that might be identified as necessary to accomplish institutional objectives.
- Start:** 7/1/2011  
**End:** 6/30/2012  
**Progress:** In Process  
**Unit:** Technology Solutions  
**Responsible Roles:** Chief Information Officer (Roark, Donna)
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- Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Technology Solutions  
**Responsible Roles:** Chief Information Officer (Roark, Donna)


-  **3: Technical and/or Workforce Training**  
Provide technical and/or workforce training that meets employer/employment needs and fosters economic development.
- Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Academic Services  
**Responsible Roles:** Director for Virtual Learning Initiatives (Strong, Ella), Dean, General Education (Smith, Leila), Dean, Technical and Professional Programs (Brashear, Neil), Dean, Allied Health & Distance Learning (Napier, Anna), Dean, Workforce Solutions (Lindon, Jennifer), Provost / Vice President, Academic Services (Smoot, Kathy)
-  **4: Meet audit standards**  
Business Services will review KCTCS audit standards to prevent loss of assets through fraud and theft.
- Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Business Services  
**Responsible Roles:** Vice President, Business Services (Landrum, Fred), Dean, Business Services (Watts, Connie), Office Manager, Hazard Campus (Hall, Jackie)
-  **4: Monitor SACSCOC accreditation activities**  
Monitor SACSCOC accreditation activities (under direction of the HCTC SACSCOC Accreditation Liaison)
- Start:** 7/1/2011  
**End:** 6/30/2012  
**Progress:** In Process  
**Unit:** Institutional Effectiveness, Planning, and Research  
**Responsible Roles:** Institutional Effectiveness Dean (Shaffer, Germaine)
-  **4: Professional Development**  
Professional Development for Employees
- Start:** 7/1/2011  
**End:** 6/30/2012  
**Progress:** In Process  
**Unit:** Human Resources  
**Responsible Roles:** Director, Human Resources (Combs, Vickie)
-  **4: Professional Development**  
Professional Development for Employees
- Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Human Resources  
**Responsible Roles:** Director, Human Resources (Combs, Vickie)
-  **4: Professional Development**  
Provide technical and professional upgrade opportunities for division faculty through workshops, conferences, seminars, etc.
- Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Division, Occupational Technology  
**Responsible Roles:** Division Chair, Occupational Technology (Bush, Carolyn), Dean, Occupational Technology (Brashear, Neil)

 **5: Professional Development/Library Staff**  
Professional development opportunities available to library staff

**Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Library  
**Responsible Roles:** Library Director (Branson, Cathy)

 **4: Provide repair and technical assistance.**  
Provide repair and technical assistance for hardware and software for WANS, workstations, and telephone system.

**Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Technology Solutions  
**Responsible Roles:** Chief Information Officer (Roark, Donna)

 **4: Provide repair and technical assistance.**  
Provide repair and technical assistance for hardware and software for WANS, workstations, and telephone system.


**Start:** 7/1/2011  
**End:** 6/30/2012  
**Progress:** In Process  
**Unit:** Technology Solutions  
**Responsible Roles:** Chief Information Officer (Roark, Donna)

 **5: Budget Management**  
Budget Management


**Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Human Resources  
**Responsible Roles:** Director, Human Resources (Combs, Vickie)

 **5: Budget Management**  
Budget Management

**Start:** 7/1/2011  
**End:** 6/30/2012  
**Progress:** In Process  
**Unit:** Human Resources  
**Responsible Roles:** Director, Human Resources (Combs, Vickie)

 **5: Distance Learning**  
Provide an array of high quality distance learning opportunities for students who are unable to attend traditional classes and/or prefer the DL modality.

**Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Academic Services  
**Responsible Roles:** Director for Virtual Learning Initiatives (Strong, Ella), Dean, Allied Health & Distance Learning (Napier, Anna), Provost/Vice President, Academic Services (Smoot, Kathy)


 **5: Increase technology awareness.**  
Increase technology awareness within HCTC.

**Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Technology Solutions  
**Responsible Roles:** Chief Information Officer (Roark, Donna)


-  **5: Increase technology awareness.**  
Increase technology awareness within HCTC.
- Start:** 7/1/2011  
**End:** 6/30/2012  
**Progress:** In Process  
**Unit:** Technology Solutions  
**Responsible Roles:** Chief Information Officer (Roark, Donna)
-  **6: Provide policies and procedures.**  
Provide policies, procedures, and physical/electronic measures to protect confidentiality and security of institutional information.
- Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Technology Solutions  
**Responsible Roles:** Chief Information Officer (Roark, Donna)
-  **6: Provide policies and procedures.**  
Provide policies, procedures, and physical/electronic measures to protect confidentiality and security of institutional information.
- Start:** 7/1/2011  
**End:** 6/30/2012  
**Progress:** In Process  
**Unit:** Technology Solutions  
**Responsible Roles:** Chief Information Officer (Roark, Donna)
-  **6: Safety and Security**  
Safety and Security
- Start:** 7/1/2011  
**End:** 6/30/2012  
**Progress:** In Process  
**Unit:** Human Resources  
**Responsible Roles:** Director, Human Resources (Combs, Vickie)
-  **6: Student Credentials**  
Ensure that students earning any credential – degree, diploma, or certificate – can demonstrate proficiency in student learning outcomes that are applicable to the specific credential.
- Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Academic Services  
**Responsible Roles:** Dean, General Education (Smith, Leila), Dean, Technical and Professional Programs (Brashear, Neil), Dean, Allied Health & Distance Learning (Napier, Anna), Dean, Workforce Solutions (Lindon, Jennifer), Provost/Vice President, Academic Services (Smoot, Kathy), Provost / Vice President, Academic Services (Smoot, Kathy)
-  **7: Provide input into planning.**  
Provide for broad input into planning, allocation of resources, and evaluation of technology services.
- Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Technology Solutions  
**Responsible Roles:** Chief Information Officer (Roark, Donna)

-  **7: Provide input into planning.**  
Provide for broad input into planning, allocation of resources, and evaluation of technology services.
- Start:** 7/1/2011  
**End:** 6/30/2012  
**Progress:** In Process  
**Unit:** Technology Solutions  
**Responsible Roles:** Chief Information Officer (Roark, Donna)
-  **7: Safety and Security**  
Crisis Management Team will provide continuous review of campus security and safety.
- Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Business Services  
**Responsible Roles:** Vice President, Business Services (Landrum, Fred)
-  **7: Support to Other Units**  
Support to Other Units
- Start:** 7/1/2011  
**End:** 6/30/2012  
**Progress:** In Process  
**Unit:** Human Resources  
**Responsible Roles:** Director, Human Resources (Combs, Vickie), HR Specialist (Collins, Mindy)
-  **8: Campus environment**  
Maintenance will provide a healthy, comfortable and attractive campus environment.
- Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Business Services  
**Responsible Roles:** Vice President, Business Services (Landrum, Fred)
-  **8: File Maintenance**  
File Maintenance
- Start:** 7/1/2011  
**End:** 6/30/2012  
**Progress:** In Process  
**Unit:** Human Resources  
**Responsible Roles:** Director, Human Resources (Combs, Vickie)
-  **9: Employee Climate Survey**  
Employee Climate Survey
- Start:** 7/1/2011  
**End:** 6/30/2012  
**Progress:** In Process  
**Unit:** Human Resources  
**Responsible Roles:** Director, Human Resources (Combs, Vickie)
-  **9: Employee Climate Survey**  
Employee Climate Survey
- Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Human Resources  
**Responsible Roles:** Director, Human Resources (Combs, Vickie)




 **10: Employee Performance Review**  
Employee Performance Review


**Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Human Resources  
**Responsible Roles:** Director, Human Resources (Combs, Vickie)

 **10: Employee Performance Review**  
Employee Performance Review

**Start:** 7/1/2011  
**End:** 6/30/2012  
**Progress:** In Process  
**Unit:** Human Resources  
**Responsible Roles:** Director, Human Resources (Combs, Vickie)

 **11: Significant Accomplishment Process**  
Significant Accomplishment Process

**Start:** 7/1/2011  
**End:** 6/30/2012  
**Progress:** In Process  
**Unit:** Human Resources  
**Responsible Roles:** Director, Human Resources (Combs, Vickie)


 **11: Significant Accomplishment Process**  
Significant Accomplishment Process


**Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Human Resources  
**Responsible Roles:** Director, Human Resources (Combs, Vickie)

 **2: Increase Student Access, Transfer and Success.**

**Start:** 7/1/2010  
**End:** 6/30/2016  
**Responsible Role:**  
**Progress:** Ongoing

**Related Items**

 **2: HCTC Will Increase Student Access, Transfer and Success.**

 **1: Developmental Curricula**  
Provide developmental curricula and courses that prepare students for collegiate-level studies.

**Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Academic Services  
**Responsible Roles:** Dean, General Education (Smith, Leila), Provost/Vice President, Academic Services (Smoot, Kathy), Provost / Vice President, Academic Services (Smoot, Kathy)

**1: Facilitate college-wide strategic planning**

Facilitate college-wide strategic planning

**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Institutional Effectiveness, Planning, and Research

**Responsible Roles:** Institutional Effectiveness Dean (Shaffer, Germaine)

**4: Institutional effectiveness will be supported.**

Institutional effectiveness will be supported.

**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Institutional Research

**Responsible Roles:** Institutional Research Coordinator (Puffer, Lois)

**1: Financial Planning**

Business Services will assist senior leadership in operating the college in a financially sound manner.

**Start:** 7/1/2010

**End:** 6/30/2011

**Progress:** In Process

**Unit:** Business Services

**Responsible Roles:** Vice President, Business Services (Landrum, Fred), Dean, Business Services (Watts, Connie), Office Manager, Hazard Campus (Hall, Jackie)

**1: Food Service will provide quality food.**

Food Service will provide quality food at reasonable prices.

**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Operations/Safety and Security

**Responsible Roles:** Dean of Operations (Landrum, Fred)

**1: Provide PC workstations and peripherals.**

Provide PC workstations and peripherals, for students, faculty, staff, and administration that will enable them to run state of the art software to process information necessary to complete their goals.

**Start:** 7/1/2010

**End:** 6/30/2011

**Progress:** In Process

**Unit:** Technology Solutions

**Responsible Roles:** Chief Information Officer (Roark, Donna)

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**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Technology Solutions

**Responsible Roles:** Chief Information Officer (Roark, Donna)

 **1: Relationship Building**

Maintain a strong, positive working relationship with secondary education institutions, adult, Area Technology Centers, and workforce providers in HCTC's service area and postsecondary institutions statewide to facilitate student enrollment and transfer


**Start:** 7/1/2010

**End:** 6/30/2011

**Progress:** In Process

**Unit:** Student Services

**Responsible Roles:** Vice President, Student Services (Fraley, Doug)

 **2: Crisis Management Team will review safety/security.**

Crisis Management Team will provide continuous review of campus security and security.

**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Operations/Safety and Security

**Responsible Roles:** Dean of Operations (Landrum, Fred)

 **2: Facilitate and administer college-wide assessment processes**

Facilitate and administer college-wide assessment processes

**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Institutional Effectiveness, Planning, and Research

**Responsible Roles:** Institutional Effectiveness Dean (Shaffer, Germaine)

 **2: Increase Student Access, Transfer, and Success.**

President's Office will increase student access, transfer, and success.

**Start:** 7/1/2010

**End:** 6/30/2011

**Progress:** In Process

**Unit:** President's Office

**Responsible Roles:** Executive Assistant to President (Combs, Delcie)

 **2: Learner Outreach Services**

To provide learner outreach services and assessment that addresses and predicts the potential for academic success in HCTC programs of study and coursework.

**Start:** 7/1/2010

**End:** 6/30/2011

**Progress:** In Process

**Unit:** Student Services

**Responsible Roles:** Vice President, Student Services (Fraley, Doug)

 **2: Liberal Arts/General Studies**

Provide liberal arts/ general studies programming suitable for transfer to baccalaureate degrees.

**Start:** 7/1/2010

**End:** 6/30/2011

**Progress:** In Process

**Unit:** Academic Services

**Responsible Roles:** Director, University Center of the Mountains (Mobelini, Deronda), Director for Virtual Learning Initiatives (Strong, Ella), Dean, General Education (Smith, Leila), Dean, Allied Health & Distance Learning (Napier, Anna), Provost / Vice President, Academic Services (Smoot, Kathy)

-  **2: Provide state of the art technologies.**  
Provide state of the art technologies to permit students, faculty, staff, and administration to access local area network, internet, distance learning classrooms, and to have remote access to HCTC.
- Start:** 7/1/2011  
**End:** 6/30/2012  
**Progress:** In Process  
**Unit:** Technology Solutions  
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- Start:** 7/1/2010  
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-  **3: Facilitate and provide data through institutional research activities**  
Facilitate and provide data through institutional research activities
- Start:** 7/1/2011  
**End:** 6/30/2012  
**Progress:** In Process  
**Unit:** Institutional Effectiveness, Planning, and Research  
**Responsible Roles:** Dean, Institutional Effectiveness (Shaffer, Germaine)
-  **3: Maintenance will maintain campus environment.**  
Maintenance will provide a healthy, comfortable, and attractive campus environment.
- Start:** 7/1/2011  
**End:** 6/30/2012  
**Progress:** In Process  
**Unit:** Operations/Safety and Security  
**Responsible Roles:** Dean of Operations (Landrum, Fred)
-  **3: Orientation Programming**  
Provide orientation programming/student success programming to aid students in their transition to HCTC and enhance the ability of all students for personal, educational and career success
- Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Student Services  
**Responsible Roles:** Vice President, Student Services (Fraley, Doug)
-  **2: Academic course registration and advising**  
Academic course registration and advising to be completed by HCTC Master Advisors and CCLP staff (efficiency, effectiveness, impact on student learning and customer service/satisfaction)
- Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Career College Life Planning Center (CCLP) - Title III  
**Responsible Roles:** Director, CCLP-Title III (Pennington, Beth)

**2: Student Orientations**

Involvement in student orientations at all campus sites

**Start:** 7/1/2010

**End:** 6/30/2011

**Progress:** In Process

**Unit:** Student Life, Engagement & Wellness

**Responsible Roles:** Dean, Student Life, Engagement & Wellness (Cluster, Howard)

**3: Provide training.**

Provide students, faculty, staff, and administration with the level of training to enable them to use Microsoft applications software, electronic mail, Internet software or any other specialized software that might be identified as necessary to accomplish institutional objectives.

**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Technology Solutions

**Responsible Roles:** Chief Information Officer (Roark, Donna)

**4: Academic Advising**

Engage new students in the academic advising process and support academic advising of students throughout their time at HCTC.

**Start:** 7/1/2010

**End:** 6/30/2011

**Progress:** In Process

**Unit:** Student Services

**Responsible Roles:** Vice President, Student Services (Fraley, Doug)

**4: Monitor SACSCOC accreditation activities**

Monitor SACSCOC accreditation activities (under direction of the HCTC SACSCOC Accreditation Liaison)

**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Institutional Effectiveness, Planning, and Research

**Responsible Roles:** Institutional Effectiveness Dean (Shaffer, Germaine)

**4: Personal Enrichment**

Provide continuing education opportunities that promote personal enrichment and/or improve lifelong learning skills.

**Start:** 7/1/2010

**End:** 6/30/2011

**Progress:** In Process

**Unit:** Academic Services

**Responsible Roles:** Dean, Workforce Solutions (Lindon, Jennifer), Provost/Vice President, Academic Services (Smoot, Kathy)

**4: Provide repair and technical assistance.**

Provide repair and technical assistance for hardware and software for WANS, workstations, and telephone system.

**Start:** 7/1/2011

**End:** 6/30/2012


**Progress:** In Process

**Unit:** Technology Solutions

**Responsible Roles:** Chief Information Officer (Roark, Donna)

-  **4: Provide repair and technical assistance.**  
Provide repair and technical assistance for hardware and software for WANS, workstations, and telephone system.
- Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Technology Solutions  
**Responsible Roles:** Chief Information Officer (Roark, Donna)
-  **5: Cashier customer service**  
Business Services will provide student-friendly cashier services.
- Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Business Services  
**Responsible Roles:** Vice President, Business Services (Landrum, Fred), Dean, Business Services (Watts, Connie), Office Manager, Hazard Campus (Hall, Jackie)
-  **5: Distance Learning**  
Provide an array of high quality distance learning opportunities for students who are unable to attend traditional classes and/or prefer the DL modality.
- Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Academic Services  
**Responsible Roles:** Director for Virtual Learning Initiatives (Strong, Ella), Dean, Allied Health & Distance Learning (Napier, Anna), Provost/Vice President, Academic Services (Smoot, Kathy)
-  **5: Financial Aid Assistance**  
Provide financial aid assistance to students to promote college affordability, retention and graduation
- Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Student Services  
**Responsible Roles:** Vice President, Student Services (Fraley, Doug)
-  **5: Increase technology awareness.**  
Increase technology awareness within HCTC.
- Start:** 7/1/2011  
**End:** 6/30/2012  
**Progress:** In Process  
**Unit:** Technology Solutions  
**Responsible Roles:** Chief Information Officer (Roark, Donna)
-  **6: Career and Transfer Services**  
Provide career and transfer awareness services that will assist HCTC students in developing, evaluating, and implementing career plans.
- Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Student Services  
**Responsible Roles:** Vice President, Student Services (Fraley, Doug)

-  **6: Provide policies and procedures.**  
Provide policies, procedures, and physical/electronic measures to protect confidentiality and security of institutional information.
- Start:** 7/1/2011  
**End:** 6/30/2012  
**Progress:** In Process  
**Unit:** Technology Solutions  
**Responsible Roles:** Chief Information Officer (Roark, Donna)
-  **6: Quality food**  
Food Service will provide quality food at reasonable price.
- Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Business Services  
**Responsible Roles:** Vice President, Business Services (Landrum, Fred), Dean, Business Services (Watts, Connie), Office Manager, Hazard Campus (Hall, Jackie)
-  **6: Student Credentials**  
Ensure that students earning any credential – degree, diploma, or certificate – can demonstrate proficiency in student learning outcomes that are applicable to the specific credential.
- Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Academic Services  
**Responsible Roles:** Dean, General Education (Smith, Leila), Dean, Technical and Professional Programs (Brashear, Neil), Dean, Allied Health & Distance Learning (Napier, Anna), Dean, Workforce Solutions (Lindon, Jennifer), Provost/Vice President, Academic Services (Smoot, Kathy), Provost / Vice President, Academic Services (Smoot, Kathy)
-  **7: Cultural, Social, Recreational and Wellness Activities**  
Provide outstanding service to students and opportunities in cultural, social, recreational and wellness activities.
- Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Student Services  
**Responsible Roles:** Vice President, Student Services (Fraley, Doug)
-  **7: Provide input into planning.**  
Provide for broad input into planning, allocation of resources, and evaluation of technology services.
- Start:** 7/1/2011  
**End:** 6/30/2012  
**Progress:** In Process  
**Unit:** Technology Solutions  
**Responsible Roles:** Chief Information Officer (Roark, Donna)
-  **7: Safety and Security**  
Crisis Management Team will provide continuous review of campus security and safety.
- Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Business Services  
**Responsible Roles:** Vice President, Business Services (Landrum, Fred)

-  **8: Campus environment**  
Maintenance will provide a healthy, comfortable and attractive campus environment.

**Start:** 7/1/2010

**End:** 6/30/2011

**Progress:** In Process

**Unit:** Business Services

**Responsible Roles:** Vice President, Business Services (Landrum, Fred)

-  **8: Graduation and Transition To Work/Transfer**  
Facilitate student graduation and transition to work and/or transfer.


**Start:** 7/1/2010

**End:** 6/30/2011

**Progress:** In Process

**Unit:** Student Services

**Responsible Roles:** Vice President, Student Services (Fraley, Doug)

-  **9: Special Support Services**  
To endeavor to meet the needs of the individual student by providing special support services

**Start:** 7/1/2010

**End:** 6/30/2011

**Progress:** In Process

**Unit:** Student Services

**Responsible Roles:** Vice President, Student Services (Fraley, Doug)



### 3: Cultivate Diversity, Multiculturalism, and Inclusion.


**Start:** 7/1/2010


**End:** 6/30/2016

**Responsible Role:**

**Progress:** Ongoing

#### Related Items

-  **3: HCTC will Cultivate Diversity, Multiculturalism, and Inclusion.**

-  **1: Facilitate college-wide strategic planning**  
Facilitate college-wide strategic planning
- Start:** 7/1/2011  
**End:** 6/30/2012  
**Progress:** In Process  
**Unit:** Institutional Effectiveness, Planning, and Research  
**Responsible Roles:** Institutional Effectiveness Dean (Shaffer, Germaine)

-  **4: Institutional effectiveness will be supported.**  
Institutional effectiveness will be supported.


**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Institutional Research

**Responsible Roles:** Institutional Research Coordinator (Puffer, Lois)

-  **1: Process Mapping**  
Process Mapping
- Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Human Resources  
**Responsible Roles:** Director, Human Resources (Combs, Vickie), HR Specialist (Collins, Mindy)



 **2: Facilitate and administer college-wide assessment processes**

Facilitate and administer college-wide assessment processes

**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Institutional Effectiveness, Planning, and Research

**Responsible Roles:** Institutional Effectiveness Dean (Shaffer, Germaine)

 **2: Hiring Process**

Hiring Process

**Start:** 7/1/2010

**End:** 6/30/2011

**Progress:** In Process

**Unit:** Human Resources

**Responsible Roles:** Director, Human Resources (Combs, Vickie), HR Specialist (Collins, Mindy)

 **3: Cultivate Diversity, Multiculturalism, and Inclusion.**

President's Office will cultivate diversity, multiculturalism, and inclusion.

**Start:** 7/1/2010

**End:** 6/30/2011

**Progress:** In Process

**Unit:** President's Office

**Responsible Roles:** Executive Assistant to President (Combs, Delcie)

 **3: Diversity**

Diversity

**Start:** 7/1/2010

**End:** 6/30/2011

**Progress:** In Process

**Unit:** Human Resources

**Responsible Roles:** Director, Human Resources (Combs, Vickie), HR Specialist (Collins, Mindy)

 **3: Facilitate and provide data through institutional research activities**

Facilitate and provide data through institutional research activities

**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Institutional Effectiveness, Planning, and Research

**Responsible Roles:** Dean, Institutional Effectiveness (Shaffer, Germaine)

 **1: Data will be managed.**

Institutional data will be appropriately managed.

**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Institutional Research

**Responsible Roles:** Institutional Research Coordinator (Puffer, Lois)

 **2: Data will be distributed.**

Institutional data/information will be appropriately distributed.


**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Institutional Research

**Responsible Roles:** Institutional Research Coordinator (Puffer, Lois)

 **3: Data will be analyzed/reported.**  
Institutional data will be appropriately analyzed and reported.

**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Institutional Research

**Responsible Roles:** Institutional Research Coordinator (Puffer, Lois)

 **4: Institutional effectiveness will be supported.**  
Institutional effectiveness will be supported.


**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Institutional Research

**Responsible Roles:** Institutional Research Coordinator (Puffer, Lois)

 **4: Monitor SACSCOC accreditation activities**  
Monitor SACSCOC accreditation activities (under direction of the HCTC SACSCOC Accreditation Liaison)

**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Institutional Effectiveness, Planning, and Research

**Responsible Roles:** Institutional Effectiveness Dean (Shaffer, Germaine)

 **4: Institutional effectiveness will be supported.**  
Institutional effectiveness will be supported.

**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Institutional Research

**Responsible Roles:** Institutional Research Coordinator (Puffer, Lois)

 **5: Budget Management**  
Budget Management

**Start:** 7/1/2010

**End:** 6/30/2011

**Progress:** In Process

**Unit:** Human Resources

**Responsible Roles:** Director, Human Resources (Combs, Vickie)

 **9: Employee Climate Survey**  
Employee Climate Survey

**Start:** 7/1/2010

**End:** 6/30/2011

**Progress:** In Process

**Unit:** Human Resources

**Responsible Roles:** Director, Human Resources (Combs, Vickie)



**4: Enhance the Economic and Workforce Development of the Commonwealth.**

**Start:** 7/1/2010

**End:** 6/30/2016

**Responsible Role:**

**Progress:** Ongoing

**Related Items**

 **4: HCTC will Enhance the Economic and Workforce Development of the Commonwealth.**

 **1: Facilitate college-wide strategic planning**

Facilitate college-wide strategic planning

**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Institutional Effectiveness, Planning, and Research

**Responsible Roles:** Institutional Effectiveness Dean (Shaffer, Germaine)

 **4: Institutional effectiveness will be supported.**

Institutional effectiveness will be supported.

**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Institutional Research

**Responsible Roles:** Institutional Research Coordinator (Puffer, Lois)

 **1: Provide PC workstations and peripherals.**

Provide PC workstations and peripherals, for students, faculty, staff, and administration that will enable them to run state of the art software to process information necessary to complete their goals.

**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Technology Solutions

**Responsible Roles:** Chief Information Officer (Roark, Donna)

 **2: Facilitate and administer college-wide assessment processes**

Facilitate and administer college-wide assessment processes

**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Institutional Effectiveness, Planning, and Research

**Responsible Roles:** Institutional Effectiveness Dean (Shaffer, Germaine)

 **3: Facilitate and provide data through institutional research activities**

Facilitate and provide data through institutional research activities

**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Institutional Effectiveness, Planning, and Research

**Responsible Roles:** Dean, Institutional Effectiveness (Shaffer, Germaine)

 **3: Technical and/or Workforce Training**

Provide technical and/or workforce training that meets employer/employment needs and fosters economic development.

**Start:** 7/1/2010


**End:** 6/30/2011

**Progress:** In Process

**Unit:** Academic Services

**Responsible Roles:** Director for Virtual Learning Initiatives (Strong, Ella), Dean, General Education (Smith, Leila), Dean, Technical and Professional Programs (Brashear, Neil), Dean, Allied Health & Distance Learning (Napier, Anna), Dean, Workforce Solutions (Lindon, Jennifer), Provost / Vice President, Academic Services (Smoot, Kathy)

- 4: Enhance the Economic and Workforce Development of the Commonwealth.**  
President's Office will enhance the economic and workforce development of the Commonwealth.
- Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** President's Office  
**Responsible Roles:** Executive Assistant to President (Combs, Delcie)
- 1: DPC copy and printing services**  
DPC will provide copy and printing services
- Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Document Production Center  
**Responsible Roles:** Executive Assistant to President (Combs, Delcie)
- 1: Switchboard services**  
To provide switchboard services
- Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Switchboard/Reception  
**Responsible Roles:** Executive Assistant to President (Combs, Delcie)
- 2: DPC Design**  
DPC will provide design services
- Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Document Production Center  
**Responsible Roles:**
- 2: Switchboard reception**  
Serve as a key receptionist for the college.
- Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Switchboard/Reception  
**Responsible Roles:** Executive Assistant to President (Combs, Delcie)
- 4: Monitor SACSCOC accreditation activities**  
Monitor SACSCOC accreditation activities (under direction of the HCTC SACSCOC Accreditation Liaison)
- Start:** 7/1/2011  
**End:** 6/30/2012  
**Progress:** In Process  
**Unit:** Institutional Effectiveness, Planning, and Research  
**Responsible Roles:** Institutional Effectiveness Dean (Shaffer, Germaine)
- 4: Personal Enrichment**  
Provide continuing education opportunities that promote personal enrichment and/or improve lifelong learning skills.
- Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** Academic Services  
**Responsible Roles:** Dean, Workforce Solutions (Lindon, Jennifer), Provost/Vice President, Academic Services (Smoot, Kathy)

-  **5: Increase technology awareness.**  
Increase technology awareness within HCTC.

**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Technology Solutions

**Responsible Roles:** Chief Information Officer (Roark, Donna)



- 5: Promote the Recognition and Value of KCTCS.**

**Start:** 7/1/2010


**End:** 6/30/2016

**Responsible Role:**

**Progress:** Ongoing

**Related Items**

-  **6: HCTC will Promote the Recognition and Value of HCTC.**

-  **1: Facilitate college-wide strategic planning**  
Facilitate college-wide strategic planning


**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Institutional Effectiveness, Planning, and Research

**Responsible Roles:** Institutional Effectiveness Dean (Shaffer, Germaine)

-  **1: Promotion**  
Promote and advance HCTC internally/externally via on-going Advocacy Campaign

**Start:** 7/1/2010

**End:** 6/30/2011

**Progress:** In Process

**Unit:** Advancement & Government Relations

**Responsible Roles:** Director of Institutional Advancement (Daley, Ron)

-  **1: Promotion**  
Promote and advance HCTC internally/externally


**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Institutional Advancement

**Responsible Roles:** Director of Institutional Advancement (Daley, Ron)

-  **1: Provide PC workstations and peripherals.**  
Provide PC workstations and peripherals, for students, faculty, staff, and administration that will enable them to run state of the art software to process information necessary to complete their goals.

**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Technology Solutions

**Responsible Roles:** Chief Information Officer (Roark, Donna)

**2: Facilitate and administer college-wide assessment processes**

Facilitate and administer college-wide assessment processes

**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Institutional Effectiveness, Planning, and Research

**Responsible Roles:** Institutional Effectiveness Dean (Shaffer, Germaine)

**2: Generate Revenue**

Generate revenue through the research, identification and pursuit of appropriate revenue resources based on HCTC need

**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Institutional Advancement

**Responsible Roles:** Director of Institutional Advancement (Daley, Ron)

**2: Generate Revenue**

Generate revenue through the research, identification and pursuit of appropriate revenue resources based on HCTC need

**Start:** 7/1/2010

**End:** 6/30/2011

**Progress:** In Process

**Unit:** Advancement & Government Relations

**Responsible Roles:** Director of Institutional Advancement (Daley, Ron)

**3: Facilitate and provide data through institutional research activities**

Facilitate and provide data through institutional research activities

**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Institutional Effectiveness, Planning, and Research

**Responsible Roles:** Dean, Institutional Effectiveness (Shaffer, Germaine)

**3: Integration**

Oversee the AGR Service Center's integration into HCTC

**Start:** 7/1/2010

**End:** 6/30/2011

**Progress:** In Process

**Unit:** Advancement & Government Relations

**Responsible Roles:** Director of Institutional Advancement (Daley, Ron)

**3: Integration**

Oversee the AGR Service Center's integration into HCTC

**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Institutional Advancement

**Responsible Roles:** Director of Institutional Advancement (Daley, Ron)

**3: Provide training.**

Provide students, faculty, staff, and administration with the level of training to enable them to use Microsoft applications software, electronic mail, Internet software or any other specialized software that might be identified as necessary to accomplish institutional objectives.

**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Technology Solutions

**Responsible Roles:** Chief Information Officer (Roark, Donna)

- 4: Monitor SACSCOC accreditation activities**  
Monitor SACSCOC accreditation activities (under direction of the HCTC SACSCOC Accreditation Liaison)
- Start:** 7/1/2011  
**End:** 6/30/2012  
**Progress:** In Process  
**Unit:** Institutional Effectiveness, Planning, and Research  
**Responsible Roles:** Institutional Effectiveness Dean (Shaffer, Germaine)
- 4: Professional Development**  
Professional Development for Employees
- Start:** 7/1/2011  
**End:** 6/30/2012  
**Progress:** In Process  
**Unit:** Human Resources  
**Responsible Roles:** Director, Human Resources (Combs, Vickie)
- 4: Resource Development-Secure Public Funding**  
Secure public(grants) funding for Hazard Community and Technical College needs which align with KCTCS Transformational Initiatives
- Start:** 7/1/2011  
**End:** 6/30/2012  
**Progress:** In Process  
**Unit:** Institutional Advancement  
**Responsible Roles:** Director of Institutional Advancement (Daley, Ron)
- 5: Resource Development -Cultivation of new prospects**  
Cultivation of new prospects
- Start:** 7/1/2011  
**End:** 6/30/2012  
**Progress:** In Process  
**Unit:** Institutional Advancement  
**Responsible Roles:** Director of Institutional Advancement (Daley, Ron)
- 6: Promote the Recognition and Value of HCTC.**  
President's Office will promote the recognition and value of HCTC.
- Start:** 7/1/2010  
**End:** 6/30/2011  
**Progress:** In Process  
**Unit:** President's Office  
**Responsible Roles:** Executive Assistant to President (Combs, Delcie)
- 6: Resource Development-Annual giving**  
Develop and implement 2-year annual giving plan
- Start:** 7/1/2011  
**End:** 6/30/2012  
**Progress:** In Process  
**Unit:** Institutional Advancement  
**Responsible Roles:** Director of Institutional Advancement (Daley, Ron)
- 1: Coordinate fundraising activities**  
The Advancement Office will coordinate fundraising activities
- Start:** 7/1/2011  
**End:** 6/30/2012  
**Progress:** In Process  
**Unit:** Advancement  
**Responsible Roles:** Director, Advancement (Seals, Carla)

**4: Annual Giving Program**

To plan an implement an Annual Giving Program at HCTC

**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Advancement

**Responsible Roles:** Director, Advancement (Seals, Carla)

**6: Safety and Security**

Safety and Security

**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Human Resources

**Responsible Roles:** Director, Human Resources (Combs, Vickie)

**7: Resource Development- Planned (Charitable) Giving (PG)**

Develop 3-year plan for Planned (Charitable) Giving (PG)

**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Institutional Advancement

**Responsible Roles:** Director of Institutional Advancement (Daley, Ron)

**7: Support to Other Units**

Support to Other Units

**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Human Resources

**Responsible Roles:** Director, Human Resources (Combs, Vickie), HR Specialist (Collins, Mindy)

**8: Resource Development-Alumni**

Grow the Hazard Community and Technical College Alumni as an organization of support for the College.

**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Institutional Advancement

**Responsible Roles:** Director of Institutional Advancement (Daley, Ron)

**9: Employee Climate Survey**

Employee Climate Survey

**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Human Resources

**Responsible Roles:** Director, Human Resources (Combs, Vickie)

**9: Resource Development-Promote and advance HCTC internally/externally**

Promote and advance HCTC internally/externally

**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Institutional Advancement

**Responsible Roles:** Director of Institutional Advancement (Daley, Ron)



 **10: Employee Performance Review**

Employee Performance Review

**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Human Resources

**Responsible Roles:** Director, Human Resources (Combs, Vickie)

 **11: Significant Accomplishment Process**

Significant Accomplishment Process

**Start:** 7/1/2011

**End:** 6/30/2012

**Progress:** In Process

**Unit:** Human Resources

**Responsible Roles:** Director, Human Resources (Combs, Vickie)