

# THRIVE 2024 Year 1 Action Plan

## Finance and Administration

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### Instructional Innovation

**Objective I.3:** The Peninsula Community will have increased access to higher education and be able to more fully engage with the College regardless of technology or transportation limitations (**Led by Workforce Development, Academic Affairs, and Finance and Administration**)

- **Strategy I.3 B:** Build academic schedules that prioritize the needs of our community and expand access to all, regardless of their geographic location or socioeconomic status

Action Step	Deadline	Responsible Party
Complete One Campus Initiative – IT Fiber Optic Connection	June 30, 2022	John Savage
Complete Virtual Classrooms and Labs – IT Enhanced Access to Computing Resources	June 30, 2022	John Savage
Complete Hy-flex Classroom Capability – IT Full Flexibility to Attend Class In-Person or Virtually	June 30, 2022	John Savage
The VP of Finance and Budget office will deploy college financial resources to support the core activities and initiatives of the College within the limits of funds available.	June 30, 2022	Steve Carpenter

### Modernized Marketing and Recruitment

**Objective M.2:** Students will experience a ‘Culture of Caring’ throughout all messaging and outreach (**Led by Student Affairs, Workforce Development, and Finance and Administration**)

- **Strategy M.2 A:** Provide ongoing, meaningful, and differentiated professional development in cross-cultural understanding and cultural competency to faculty and staff to identify and support student needs and understand the unique cultural identities and experiences of each student

Action Step	Deadline	Responsible Party
Research and share with staff, resources and training opportunities consistent with cross-cultural understanding and cultural competencies	Commence Nov 2021 and ongoing	Each FA Division Manager/Director

Action Step	Deadline	Responsible Party
The VP of Finance and Budget office will deploy college financial resources to support the core activities and initiatives of the College within the limits of funds available.	June 30, 2022	Steve Carpenter

- **Strategy M.2 B:** Identify and eliminate specific barriers in the application and enrollment processes that lead to equity disparities and develop onboarding processes that reduce equity gaps for all students

Action Step	Deadline	Responsible Party
Review frequency and timing of enrollment cancellation process and determine pros and cons of different scenarios for review. Implement best EC process.	Dec 1, 2021	Paula Maguire/Anita Womack
Research other options in SIS for the method in which the enrollment cancellation process is run to identify if different criteria can be used.	March 31, 2022	Paula Maguire/Anita Womack
Implement new EC process if a more effective process is identified.	April 30, 2022	Paula Maguire/Anita Womack
Identify additional methods of contacting students regarding payment options and the timing of when students are contacted. Determine if feasible to try to reach out to each student with no financial aid at the time of their first class registration for each term to inquire if they need assistance paying. Possibly a quick text message with contact information for assistance. Develop and implement method for identifying students and contacting if feasible.	May 1, 2022	Paula Maguire/Paige Crowther

- **Strategy M.2 F:** Provide leadership training and professional development for student support services staff and leadership that emphasizes equity and student success

Action Step	Deadline	Responsible Party
Conduct monthly all-staff meetings that encompass cultural differences, economic challenges and providing excellent student support while breaking down barriers to student success.	Meetings will commence, November 2021; however, this action plan is multi-phased and organic; therefore, there is no concrete deadline.	Marc Vernon, Paula Maguire, Chief Maxwell

## Employee Investment and Development

**Objective E.1:** Students will experience streamlined services that achieve better efficiencies and improve the overall student experience **(Led by Student Affairs, Workforce Development, and Finance and Administration)**

- **Strategy E.1 A:** Engage each division and administrative area in efficiency training that produces process maps of each service across the College, with a focus on improving efficiency and decreasing the amount of time, steps, and cost of each identified service or process

Action Step	Deadline	Responsible Party
Develop process maps on how financial aid and veteran education benefits are awarded.	June 30,2022	Marc Vernon
Develop and distribute quarterly Financial Aid & Veteran Affairs bulletin.	Commence May 31, 2022	Marc Vernon
Identify processes that can be improved in order to reduce redundancy and improve efficiency	Jan 1, 2022	Each FA Division Manager/Director
Address the top processes that can be improved in order to reduce redundancy and improve efficiency	Mar 31, 2022	Each FA Division Manager/Director
Implement processes that can be improved in order to reduce redundancy and improve efficiency	June 30,2022	Each FA Division Manager/Director