THRIVE 2027 Year 2 Action Plan

Finance and Administration

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
Leverage use of Virtual Computing Lab to improve availability of instructional resources to while introducing potential cost savings. This is an enhancement to all instructional programs which require access to software resources and access to campus computing.	June 30, 2023	IT Director
Implement online technology enhancements available for improved cybersecurity instruction. Goal is to complete the design of a dedicated, online, state of the art space for a VPCC cybersecurity lab that spans the Hampton and Williamsburg campuses, and potentially other VCCS colleges as well.	June 30, 2023	IT Director

Modernized Marketing and Recruitment

Objective M.2: Students will experience a 'Culture of Caring' throughout all messaging and outreach **(Led by Enrollment Management and Student Success, 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
Build on successes of year 1 training via seeking out new online training. Encourage	Ongoing through	Student facing department

Action Step	Deadline	Responsible Party
staff to become involved/membership of industry specific professional organizations as applicable and appropriate.	June 30, 2023	managers: Police/FA/SA

- **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 and update website for Student Accounting information to include more clear and concise information on various processes including a FAQ section and step by step documentation in an effort to assist students to self-sufficiency.	December 30, 2022	Bursar/IT
Review current Student Accounting processes performed by each staff member and ask each staff member to identify one task for each that can be streamlined to improve efficiency and accuracy.	February 28, 2023	Bursar
Work with other stakeholder departments to increase communication of pending enrollment cancellations (EC).	February 28, 2023	Bursar/VP EMSS/VPAA
Analyze results of changes made to EC process to determine what is working to reduce ECs.	April 30, 2023	Bursar

- **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
Build on successes of year 1 training via seeking out new online training. Encourage staff to become involved/membership of industry specific professional organizations as applicable and appropriate.	Ongoing through June 30, 2023	All F&A department managers

Employee Investment and Development

Objective E.1: Students will experience streamlined services that achieve better efficiencies and improve the overall student experience **(Led by Enrollment Management and Student Success, 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
Identify processes that can be improved in order to reduce redundancy and improve efficiency.	January 1, 2023	Each FA Division Manager/Director
Address the top processes that can be improved in order to reduce redundancy and improve efficiency.	March 31, 2023	Each FA Division Manager/Director
Implement processes that can be improved in order to reduce redundancy and improve efficiency.	June 30, 2023	Each FA Division Manager/Director