

**Lake Superior College
FY08 IE Plan**

**Date: August 15, 2007
Updated: January 31, 2008**

Unit/Department Objectives	Projected Outcomes	Actual Outcomes	Person/Dept. Responsible	Projected Completion Date	System Strategic Direction	System Target	Learner Segment	College Priority	AQIP Category
Improve participation and success.	The fall 2008 retention rate for fall 2007 entering students will be 38%.		Dean of Students and Learner Support	Sep-08	1, 2, 3	1	3, 5	1	HSL
Improve customer service.	Establish baseline data on student satisfaction with availability, timeliness, accuracy, and courtesy of services provided.		SS Leadership Team	Oct-07	2	1	3, 5	1	USSN, ME, PCI
	Demonstrate statistically significant improvement with student satisfaction of services identified in 2007 survey.		SS Leadership Team	Oct-08	2	1	3, 5	1	USSN, ME, PCI
Student Services support of FYE retention initiative.	The spring 2008 retention rate for fall 2007 entering students will increase by 1.33% from the previous year.		SS Leadership Team	Jan-08	2	1	3, 5	1	HSL
Assess the outcomes & effectiveness of services in supporting student achievement and in meeting student needs.	Data analysis identifies areas of concern. Plans for improvements are drafted for completion of Phase II from 06/07 plan.		SS Leadership Team	Ongoing	2	1	3, 4, 5	1	USSN, ME, PCI
Increase the number of new students entering LSC through Credit for Prior Learning.	An increase of 10% will generate 230 credit hours.		VP of Workforce Development	Jun-08	1	1	3	1	HSL
	An 10% increase will generate 350 credit hours through PLA student enrollment in credit based courses.		VP of Workforce Development	Jun-08	1	1	3	1	HSL

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	CPL will administer 50 Credit by Exams with a 95% pass rate (33% increase in administrations).		VP of Workforce Development	Jun-08	1	1	3	1	HSL
	CPL will administer 100 CLEP Exams with a 70% pass rate (14% increase in administrations).		VP of Workforce Development	Jun-08	1	1	3	1	HSL
Provide college level learning experiences through High School Connections Program.	The number of concurrent enrollments will increase 5% from 232 FYE to 243.6 FYE.		VP of Workforce Development	Jun-08	1	1	6	1	HSL
	The number of PSEO enrollments will increase 5% from 61 FYE to 64 FYE.		VP of Workforce Development	Jun-08	1	1	6	1	HSL
Improve the retention rate of entering students.	45 First Year Experience courses designed to improve retention, will enroll 900 entering students.		VP of Academic Affairs, Deans	May-08	2	1	3, 5	1	HSL
	Using program retention data, program faculty will increase student retention across the college by 1%.		Deans, Program Faculty	May-08	2	1	3, 5, 6	1	HSL
Teaching and Learning processes will be enhanced.	At least two professional development activities will focus on excellence in teaching and learning.		Assessment Coordinator and CTL Coordinator	May-08	2	1,2	3, 5, 6	1	USSN

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Support underrepresented students in pursuit of higher education at LSC.	At least two new scholarships will promote educational opportunities to communities of color and first generation students.		Diversity Director and Intercultural Services Director	Dec-08	1	2	3, 5, 6	1	HSL
	Enhance current K-12 collaborations with three additional partnerships.		Diversity Director and Intercultural Services Director	Dec-08	1	2	3, 5, 6	1	BCR
	Implementation of lecture series and art expo will improve support for GLBT students.		Diversity Director and Intercultural Services Director	Nov-08	1	2	3, 5, 6	1	HSL, USSN
Innovative retention plans will include culturally appropriate methods.	Early outreach will familiarize students with LSC prior to enrollment.		Diversity Director and Intercultural Services Director	Ongoing	1	2	3, 5, 6	1	SIO
	Early intervention strategies will assist at least 3% of underrepresented students struggling academically.		Diversity Director and Intercultural Services Director	Dec-08	1	2	3, 5, 6	1	HSL
	Collaborate with tutoring services to identify opportunities to better serve underrepresented, underserved, and American Indian students.		Diversity Director and Intercultural Services Director	Ongoing	1	2	3, 5, 6	1	USSN

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	Implement at least five new strategies to appropriately serve the student life needs of under-prepared, first generation, students of color, and students living in poverty.		Diversity Director and Intercultural Services Director	Dec-08	1	2	3, 5, 6	1	USSN
Improve campus-wide intercultural awareness.	Implement ten strategies or programming relative to differences and awareness/celebration of culture/ethnicity.		Diversity Director and Intercultural Services Director	Dec-08	1	2	3, 5, 6	1	USSN
	Identified baseline will allow LSC to set benchmarks for improvement of intercultural awareness.		Diversity Director and Intercultural Services Director	Jul-08	1	2	3, 5, 6	1	PCI
Document student academic achievement using eLumen.	Rubrics in eLumen will document the degree of student achievement of course outcomes in internship courses.		Faculty, Staff, and Assessment Coordinator	May-08	2	2	3, 5, 6	1	HSL
	All program and course outcomes will be entered into eLumen.		Support Staff in Academic Affairs	October 07 and ongoing	2	2	3, 5, 6	1	HSL
Improve the success rate for students of color.	Six Center for Teaching and Learning (CTL) sessions will be held to promote teaching strategies and techniques that enhance students' and faculty intercultural competence.		Dean LAS and CTL Coordinator	May-08	2	2	3, 4, 5, 6	1	HSL

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	All new curriculum development will be examined for content and contexts that enhance students' intercultural competence.		Deans, Academic Affairs & Standards Council	Dec-08	2	2	3, 4, 5, 6	1	HSL
	At least 15 Liberal Arts and Sciences courses will be scheduled for AY09 with a focus on multicultural perspectives.		Dean LAS	Feb-08	2	2	3, 4, 5, 6	1	HSL
	Develop an understanding of student profile and needs to improve student success.		Deans	May-08	2	2	3, 4, 5, 6	1	HSL
Identify a common set of general education courses in Math, Science and Writing Skill for Health Occupations.	Program planner changes through curriculum Fall 2007.		Dean of Allied Health and Nursing	Jun-08	2	3	2, 3, 5, 6	1	HSL
	MnSCU applications submitted if appropriate.		Dean of Allied Health and Nursing	Jun-08	2	3	2, 3, 5, 6	1	HSL
	Common core curriculum information to high schools.		Dean of Allied Health and Nursing	Jun-08	2	3	2, 3, 5, 6	1	HSL
Increase the number of students enrolled in college-level science, technology, engineering, and mathematics courses.	A new Engineering Foundations pathway will receive approval in Fall 2008.		Dean LAS and Dean Business & Industry	Dec-08	2	3	3, 5	1	HSL
	30 students will apply for the Engineers Foundation pathway for Fall 2008.		Dean LAS and Dean Business & Industry	Jul-08	2	3	3, 5	1	HSL

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	25 students will complete EDUC 2000 in preparation for a career in science or math teaching.		Dean LAS	May-08	2	3	3, 5	1	HSL
	30 motivational resources for math classes, called PSA's (Public Service Announcements), will be developed to demonstrate the value of mathematics.		Dean LAS	May-08	2	3	3, 4, 5, 6	1	HSL
Increase the number of students enrolled in college-level science, technology, engineering, and mathematics courses.	2 Eco-Health Workshops will be held to increase student interest in environmental science studies.		Dean LAS	Dec-07	2	3	3, 4, 5, 6	1	HSL
Obtain Health & Science Building bonding.	Project funded during 2008 legislative session.		Director of PI & GA	Apr-08	2	3	All	1	SIO & LC
Provide college level learning experiences through High School Connections Program.	The number of Honors Online enrollments will increase 5% from 26.8 FYE to 28.1 FYE.		VP of Workforce Development	Jun-08	1	4	6	1	HSL
Develop and deploy unique brand and quality value image for online learning at LSC.	New theme and graphic identity in use for promotion of the virtual campus.		Director of PI & GA, VP of Technology & the Virtual Campus	FY 2008	2	4		2	SIO & LC
Increase the number of students enrolled in online courses.	New online curriculum will be developed to offer the entire Associate of Fine Arts (A.F.A.) degree online.		Dean LAS	Dec-08	2	4	2, 3, 5, 6	1	HSL

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	Two online sociology courses will incorporate the Second Life virtual community to increase student interest in online learning.		Dean LAS	May-08	4	4	3, 4, 5, 6	1	HSL
	Develop new online programming for Criminal Justice/Paralegal studies.		Dean LAS, Dean Business & Industry	May-08	3	4	2, 3, 5	1	HSL
Expand Customized Training offerings to business and industry.	Customized Training will increase non-credit registrations 10% from 1,076 registrations to 1,184 registrations.		VP of Workforce Development	Jun-08	3	5	1	1	HSL
	Customized Training will increase credit registrations 5% from 1,851 registrations to 1,944 registrations.		VP of Workforce Development	Jun-08	3	5	1	1	HSL
	Customized Training will create 2 new online course offerings.		VP of Workforce Development	Jun-08	3	5	1	1	HSL
	The total number of students enrolled in customized training will increase by 1.5%.		VP of Workforce Development	Jun-08	3	5	1	1	HSL
	One MJSP grant of at least \$200,000 will be funded to serve the needs of our industry partners.		VP of Workforce Development	Jun-08	3	5	1	2	HSL

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	Customized Training will provide 10 companies with a needs assessment/analysis.		VP of Workforce Development	Jun-08	3	5	1	2	HSL
Expand Continuing Education offerings.	CE enrollments will increase 10% from 1322 CEUs to 1454 CEUs.		VP of Workforce Development	Jun-08	3	6	2	2	HSL
	The total number of students enrolled in continuing education will increase by 1.5%.		VP of Workforce Development	Jun-08	3	6	2	2	HSL
Increase resource support to the institution through grant-writing and foundation efforts.	At least two federal grants will be submitted by the grant-writer.		VP Quality and Strategic Development and Grant Writer	Jun-08	3	8	N/A	2	AODO
	At least two grants from other than federal sources will be submitted by the grant-writer working with faculty or other staff.		VP Quality and Strategic Development and Grant Writer	Jun-08	3	8	N/A	2	AODO
	Seventy-five percent Increased funding from public sources.		VP Quality and Strategic Development and Grant Writer	Jun-08	3	8	N/A	2	AODO
	Training and professional development of the Foundation Board of Directors will result in Board members direct involvement in donor solicitation.		VP Quality and Strategic Development, Foundation Executive Director, and BOD President	Dec-08	3	9	N/A	2	AODO

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	At least 75 face-to-face contacts with donors will result in a prospect list of donors in one of the following categories: Discovery, Cultivation, Solicitation, or Stewardship.		VP Quality and Strategic Development and Foundation Executive Director	Jun-08	3	9	N/A	2	AODO
Increase resource support to the institution through grant-writing and foundation efforts.	Fifty percent increase in gifts and grants from private sources compared to FY2007.		VP Quality and Strategic Development, Foundation Executive Director, and BOD President	Oct-08	1	9	N/A	2	BCR
Increase resource support to the institution through grant-writing and foundation efforts.	Establish goals for proposals, dollars, qualification of donors and number of confirmed gifts for FY09.		VP Quality and Strategic Development and Foundation Executive Director	Jun-08	3	9	N/A	2	AODO
	Special events will involve participation of at least 250 individual alumni.		VP Quality and Strategic Development and Alumni Director	Jun-08	1	10	N/A	2	BCR
	Ninety-five average gifts of \$100 received from ninety-five alumni in response to solicitation efforts from Alumni Association.		VP Quality and Strategic Development and Alumni Director	Jun-08	1	10	N/A	2	BCR

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Establish LSC Alumni Communications.	An alumni web communication software application will be installed with at least 20 new accounts by end of FY08.		VP Technology & Virtual Campus, Webmaster, and Alumni Director	May-08	4	10	1, 2, 3, 4, 5, 6	2, 3	LC
Train Nursing and Medical Asst students on electronic medical record technology.	Train 75-100 AD Nursing and Medical Assistant students during spring 2008 using the Athens Electronic Medical Records system.		Dean of Allied Health and Nursing	May-08	3	11	3, 5	3	HSL
Document institutional advancement of excellence and efficiency.	Track and include in the Systems Portfolio the impact of the "awards of excellence" and the IE Innovation Grants.		Academic Affairs and Quality and Strategic Development	Jun-08	4	12	N/A	2, 3	PCI

Lake Superior College FY08 IE Plan Key

System Strategic Directions:

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1. Increase access and opportunity.
2. Promote and measure high-quality learning programs and services.
3. Provide programs and services integral for state and regional economic needs.
4. Innovate to meet current and future educational needs efficiently.

System Targets and Chancellor's Goals:

1. The fall 2007 retention rate for fall 2006 entering students will be 32.4%.
2. The fall 2007 success rate for fall 2006 entering students of color will be 47.3%.
3. The percentage of students enrolled in one or more college level science, technology, engineering, or math courses will exceed base level by data by 4%, reaching 53.5%.
4. The number of unduplicated students enrolled in online courses between 2005 and 2009, will
5. The number of unduplicated students enrolled in customized training courses between fiscal 2005 and 2009 will increase 6% from 3320 to 3519.
6. The number of unduplicated students enrolled in continuing education between fiscal 2005 and 2009 will increase 6% from 2042 to 2296.
7. Measure increased availability and reliability of the information technology infrastructure and
8. Institutional support from public sources will increase from \$580,919 in 2006 to \$1,205,400.
9. Institution/Foundation support from private sources will increase from \$219,588 in fiscal 2006 to
10. The alumni participation rate will increase from 0% to 1.2% by fiscal 2010.
11. The System will increase by at least 700, compared to fiscal year 2007, the number of students trained on the use of electron medical record technology.
12. The System will expand by at least 10 percent, compared to calendar year 2006, the use of "awards of excellence" or other initiatives that reward member institutions, faculty, administrators, or staff for innovations designed to advance excellence and efficiency.

College Priorities:

1. **Lead Lifelong Learning** -- Lake Superior College will engage, enrich and serve the community by expanding access while providing a high quality, affordable higher education to prepare learners for life in a changing global community.
2. **Enhance our regional presence** -- Lake Superior College's vision is to be an area leader of higher education, excelling in student development and community responsiveness. To achieve the vision, LSC will expand the college's service area to increase enrollment, improve the college image, and provide more educational opportunities to the region.
3. **Engage and Embrace Technology** -- To remain competitive, Lake Superior College must improve efficiencies and train quality graduates. Lake Superior College students and employees will use appropriate technology to connect, to explore, to achieve.

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Learner Segments:

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- 1. Corporate Learners** -- work for corporations and are seeking education to advance their careers. The purchase decision is made by the corporation and not by the individual acting alone. Corporate learners demand a broad range of educational services.
- 2. Professional Enhancement Learners** -- seek to advance their careers or shift careers. They are interested in advanced (masters, etc.) degrees or non-degree work that furthers their career.
- 3. Degree Completion Adult Learners** -- seek to complete a degree at an older age. Frequently working adults and must balance family needs with educational goals.
- 4. Life-Fulfillment Learners** -- interested in education for its own sake. Enjoy learning and the academic environment and view additional education as a source of personal development or as a hobby.
- 5. College Experience Learners** -- are preparing for life. Includes many of the 18-24 year old residential college students for whom the "coming of age" process that occurs in college is often as important as specific academic learning.
- 6. Pre-College Learners** -- are interested in taking baccalaureate-level work prior to completion of secondary school. This segment may be interested in getting a jump start on college.
- 7. Remediation and Test-Prep Learners** -- are interested in learning as a prerequisite for an examination or enrollment in another program.

AQIP Categories:

HSL = Helping Students Learn

AODO = Accomplishing Other Distinctive Objectives

USSN = Understanding Student and Stakeholder Needs

VP = Valuing People

LC = Leading and Communicating

SIO = Supporting Institutional Operations

ME = Measuring Effectiveness

PCI = Planning Continuous Improvement

BCR = Building Collaborative Relationships