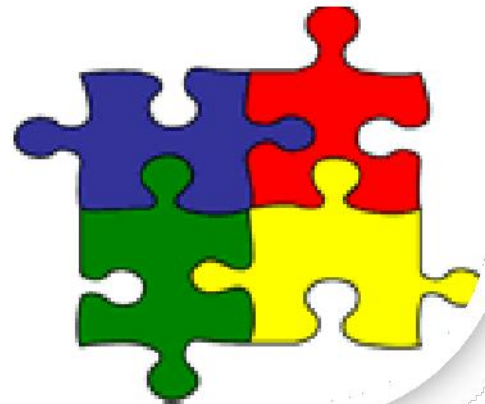




**Institutional
Effectiveness
Plan
FY2009**



Key

System Strategic Directions:

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 Institutional Goals:

1. Achieve a 72.6% success rate for Fall 08 entering underrepresented full-time students with an admission status of undergraduate regular or undergraduate transfer.
2. Maintain 70% progress toward the key system target in STEM enrollment, OR achieve 51.8% of total unduplicated headcount enrolled in one or more STEM courses.
3. Increase enrollments in LEAN courses 10%, from 285 to 314 duplicate headcount.
4. Increase the total number of students enrolled in customized training 1.5%, from 4,069 to 4,130 unduplicated headcount.
5. Increase credit registrations in Customized Training 5%, from 1,944 to 2,041 duplicated headcount.
6. Design shared, specialized incumbent worker training for at least 10 different employers for implementation in the fall of 2009.
7. Achieve an unduplicated headcount of 2,296 for students ages 25-44. LSC is 94.5% to target as of preliminary 2008 data.
8. Increase in gifts and grants from private sources by 25%.
9. Submit for funding, at least five grants from the grantwriting workshops by June, 2009.
10. Submit to the Department of Education a Title III proposal for a developmental education project.
11. Realize at least 1,000 new alumni attendees from four new alumni signature events.
12. Increase the alumni scholarship by \$7,500.
13. The colleges of the Northeast Leadership Council will formulate a plan and implement action steps toward a collaborative, region-wide entrepreneurship initiative. Each college will meet at least three of its institutional goals in the advancement of entrepreneurialism.

Key

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

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.

Department Matrix for System Strategic Directions

Minnesota State Colleges and Universities and LSC Alignment with System Strategic Directions	Academic Affairs	Student Services	Workforce Development	Human Resources	Public Information & Government Affairs	Technology & the eCampus	Strategic Development	Diversity & Multiculturalism	Finance & Administration
1.1 Raise MN participation and achievement in post-secondary education by meeting the needs of students with diverse backgrounds and educational needs.	X	X	X		X	X		X	
1.2 Work with other organizations to prepare all young people to graduate from high school and enroll in college prepared for college-level work.	X								
1.3 Maintain an affordable cost of attendance for MN residents.							X		X
2.1 Promote accountability for results through a system of accessible reports to the public and other stakeholders.						X	X		
2.2 Produce graduates who have strong, adaptable, and flexible skills.	X							X	
2.3 Provide multiple delivery options for educational programs and student services.	X	X	X		X	X			
3.1 Be the state's leader in identifying workforce education and training opportunities and solving them.			X						
3.2 Support regional vitality by contributing artistic cultural, and civic assets that attract employees and other residents seeking a high quality of life.	X								
3.3 Develop each institution's capacity to meet the needs of employers in its region.			X		X			X	
4.1 Build organizational capacity for change to meet future challenges and remove barriers to innovation and responsiveness.	X			X		X	X		
4.2 Reward and support institutions, administrators, faculty, and staff for innovations that advance excellence and efficiency.				X		X	X		X
4.3 Hire and develop leaders who will initiate and support innovation throughout the system.				X					

**Lake Superior College
FY09 IE Plan**

Date: September 11, 2008

The Lake Superior College Institutional Effectiveness Department plans focus on moving the Institution as a whole, as well as the individual departments, forward in our efforts toward continuous improvement. Each unit/department determines its priorities, allocates resources toward those priorities, and aligns efforts with the MnSCU system directions and targets, as well as the college priorities. In addition, the plan identifies for the reader the AQIP category each objective addresses.

Unit/Department Objectives	Projected Outcomes	Actual Outcomes	Person Responsible	Projected Completion Date	System Strategic Direction	System Target/ Institutional Goals	College Priority	AQIP Category
Develop and implement an enrollment management plan leading to increases in new student enrollment and fall-to-fall retention of new entering students.	Summer/Fall 2009 new student enrollments increase by 2% over Summer/Fall 2008 numbers.		SS Leadership Team	Sept. 09	1.1	1	1,2	AODO,ME, PCI,USSN, BCR
	Retention of new entering Summer/Fall 2008 students to Fall 2009 represent a 2% increase over 2007-2008 retention.		SS Leadership Team	Sept. 09	1.1	1	1	HSL,VP,ME, AODO,PCI, USSN
Recruit and retain students from low income families, students of color, first generation, and students from immigrant families.	Two faculty workshops enhance global/intercultural competence as demonstrated with a pre- and post- training assessment.		Deans, Diversity Director, CTL Coordinator	May-09	1.1	2	1	HSL,USSN
	Two faculty workshops enhance faculty members' knowledge of the needs of low income and first generation college students as demonstrated with a pre- and post- training assessment.		Deans, Diversity Director, CTL Coordinator	May-09	1.1	2	2	HSL,USSN
	Attendance at eight events such as recruiting fairs, job expos, and community events, increases awareness of LSC and results in an additional 75 prospective student cards.		Diversity Director, Regional Diversity Officer, Intercultural Services Coordinator	Dec-09	1.1	2	1	SIO
	A partnership program between LSC, area schools, and industry is piloted to offer student scholarships based on school attendance.		Diversity Director, Regional Diversity Officer, Intercultural Services Coordinator	Dec-09	2.2	2	1	HSL

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	Ten visits to area high schools for recruiting purposes result in at least 10 students enrolling.		Diversity Director & Intercultural Services Coordinator	Dec-09	1.1	2	1	SIO
The Credit for Prior Learning program will increase the number of contacts with students.	200 unduplicated students are served by the CPL, an increase of 21 unduplicated students, or 12 %.		VP of Workforce Development	Jun-09	1.1	1	1	HSL
	24 students start the Prior Learning Assessment process, an increase of six students or 33%. Of those, 16 students will complete the process, an increase of four students or 33%.		VP of Workforce Development	Jun-09	1.1	1	1	HSL
	60 students start the Credit by Exam (CBE) process, an increase of five students or 9 %. 40 students will complete the process, an increase of 14 students or 21%.		VP of Workforce Development	Jun-09	1.1	1	1	HSL
	100 CLEP & DSST Exams are administered, an increase of 14 exams or 16%.		VP of Workforce Development	Jun-09	1.1	1		HSL
Improve customer service.	A research project including focused evaluations with students reveals areas in need of improvement in student services.		SS Leadership Team	Jun-09	1.1	1	1,2	USSN,VP, HSL,PCI, SIO
Provide outreach services to industry to increase cultural awareness of potential workforce.	Collaborations with two area agencies increase awareness about educational access and the importance of higher education for 80 participants.		Diversity Director & Regional Diversity Officer	Dec-09	1.1	2	1,2	BCR

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Unit/Department Objectives	Projected Outcomes	Actual Outcomes	Person Responsible	Projected Completion Date	System Strategic Direction	System Target/ Institutional Goals	College Priority	AQIP Category
	Monthly video/movie events attract a minimum of ten students each month and showcase culture and/or provide new insight into cultural practices or heritage.		Diversity Director & Intercultural Services Coordinator	Dec-09	1.1	2	1	HSL
Improve LSC Campus intercultural competency and awareness on issues in our community, region, state, and nation.	Ten events on campus provide program information to a diverse audience. Impact is measured by the number of participants and feedback survey conducted at the conclusion of each event.		Diversity Director, Regional Diversity Officer, Intercultural Services Coordinator	Dec-09	1.1	2	1	HSL
	At least 10 LSC staff learn about their culture and/or ethnicity through three genealogy program offerings. Impact will be measured with a satisfaction survey.		Diversity Director & Intercultural Services Coordinator	Dec-09		2	1	HSL
	LSC Book Club for at least 25 participants showcases publications centered around cultural issues and provides insight into diverse cultures.		Diversity Director & Regional Diversity Officer	Dec-09	1.1	1,2	1	HSL
	A student mentor program in the Intercultural Center serves a minimum of 10 students with success measured via year end survey scoring at least 3 on a 5 point scale.		Diversity Director & Intercultural Services Coordinator	Dec-09	1.1	2	1	HSL
	"Skype" provides resources for 10 international students to connect with family members. FY09 use benchmarks will offer program growth opportunities.		Diversity Director & Intercultural Services Coordinator	Dec-09		2	1	AODO

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	A partnership with an area college or university provides a community connection for 10 international and students from diverse backgrounds to participate in civic engagement and/or an event.		Diversity Director & Regional Diversity Officer	Dec-09	1.1	2	1	BCR
	Ten students from diverse backgrounds enrolled in F.Y.E. Program receive support services in the Intercultural Center.		Diversity Director, Regional Diversity Officer, Intercultural Services Coordinator	Dec-09	1.1	2	1	SIO
Advance the Developmental Education Program.	A defined, comprehensive set of Developmental Education courses and support services led by a faculty coordinator, facilitates student transition to college-level courses.		Associate Dean of Academic Affairs & Dean of Student Services	May-09	1.2		1	HSL
Continue to strengthen assessment of student learning initiatives.	The results of a Constitution Day assessment of 1000 students on the College-Wide Citizenship Outcome result in curricula and faculty development recommendations for FY 10.		Academic Assessment Coordinator	Jan-09	2.2		1	HSL,ME
	A College-wide Assessment Project focused on class attendance is developed to produce data to show the extent to which attendance and academic success are correlated.		Academic Assessment Coordinator	May-09	2.2	1	1	ME
	The College-wide Outcomes are reviewed to ensure alignment with the college mission and values.		SAA Committee	May-09	2.2		1	HSL,ME

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Unit/Department Objectives	Projected Outcomes	Actual Outcomes	Person Responsible	Projected Completion Date	System Strategic Direction	System Target/ Institutional Goals	College Priority	AQIP Category
	FY10 Academic Affairs unit plan is aligned with the SAA's new Strategic Assessment Plan.		SAA Committee, Academic Assessment Coordinator	May-09	4.1		1	HSL,ME
	A plan to assess College-wide Outcomes using a nationally normed standardized test is developed to test graduating students in FY10.		Academic Assessment Coordinator	May-09	2.2		1	ME
	An Audience Response System is used to assess student achievement in at least five Sociology course sections to determine its usability for assessment.		Academic Assessment Coordinator	May-09	2.3		3	HSL,ME
	The number of faculty participating in MTC Goal Area faculty discussion groups will increase from 15 to 25.		Academic Assessment Coordinator	May-09	2.2		1	HSL,ME
	The Dental Hygiene Program Accreditation Self-Study is converted to electronic format within eFolio.		Academic Assessment Coordinator	May-09			3	HSL,ME
	At least five program reviews are completed using eFolio.		Academic Assessment Coordinator	May-09	2.1		3	HSL,ME
Provide services that meet or enhance student needs.	Two monthly classroom presentations on issues related to race, culture, ethnicity, GLBT, generational, disabilities, and other topics achieve 75% satisfaction rate via participant surveys and raise awareness as measured by CCSSE survey.		Diversity Director, Regional Diversity Officer, Intercultural Services Coordinator	Dec-09	2.2	2	1	HSL

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Unit/Department Objectives	Projected Outcomes	Actual Outcomes	Person Responsible	Projected Completion Date	System Strategic Direction	System Target/ Institutional Goals	College Priority	AQIP Category
	Multicultural Career and Job Fair on LSC campus for 10 businesses and 50 students results in 10 students receiving potential employment interviews.		Diversity Director, Regional Diversity Officer, Intercultural Services Coordinator	Dec-09		2	1	SIO
Increase the percentage of students enrolled in one or more college-level STEM courses.	At least 10 STEM courses apply a pedagogy of engagement into their courses.		Dean LAS, CTL Coordinator	May-09	2.2	3	1	HSL
	A lab-based biotechnology course with crime scene investigation and medical emphasis is developed and 24 students are enrolled by Fall 2009.		Dean LAS	May-09	2.2	3	1	HSL
	High School faculty attend two STEM workshops facilitated by LSC faculty on the LSC campus.		Dean LAS	Aug-09	1.2	3	1	HSL
	Engineering Foundations Emphasis AA degree enrolls 15 students by Fall 2009.		VPAA, Dean LAS, Dean Business & Industry	Aug-09	2.2	3	1	HSL
	Two Eco-Energy survey courses are offered Fall 2009 enrolling 24 students each.		VPAA, Academic Deans, Eco-Energy Curriculum Development Team	Dec-08	2.2	3	1	HSL
	Ten students in a mentoring relationship through the MentorNet program enroll in at least one STEM course each.		VPAA & Dean LAS	Jun-09	2.2	3	1	HSL

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	30 STEM courses are offered through concurrent enrollment with at least 300 students enrolled.		VPAA & Dean LAS	May-09	1.2	3	1	HSL
Increase the number of students enrolled in online courses.	A 15 credit concurrent enrollment pathway provides transition for high school students to AAS degrees.		VPAA & Deans	May-09	1.2	4	1,2	HSL
	Online AFA degree accepts students Fall 2009.		VPT & Dean LAS	Dec-08	2.3	4	1,3	HSL
	At least two career and technical programs accept online degree-seeking students by Fall 2009.		VPT and Academic Deans	Apr-09	2.3	4	1	HSL
	Ten online courses are enhanced with new technological features that enhance online student engagement and learning as measured by 2011 CCSSE vs. 2009 results.		Academic Deans	May-09	2.2	4	1,3	HSL
Increase access through flexible learning options.	Courses scheduled for FY10 are offered days/times that coincide with the schedules of working adults as measured by an increase in enrollment efficiencies of 10% in Business and Industry.		Academic Deans	Feb-09	2.3		1,2,3	HSL,BCR
Increase the number of students participating in global education opportunities.	The number of students participating in the Mexico Semester Abroad Program increases from 4 to 15.		Dean LAS, Diversity Director	Oct-08	2.2		1	HSL
	The number of students participating in the spring semester Mexico Learning Community increases from 15 to 25.		Dean LAS, Diversity Director	Dec-08	2.2		1	HSL

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	SPAN 1800: Mexico Study Abroad course incorporates in-country service learning.		Dean LAS, Spanish Faculty	Mar-09	2.2		1	HSL
	A new 15-credit Global Competence Certificate is approved by the curriculum process and enrolls students for Fall 2009.		Dean LAS, Global Competence Task Force	Dec-08	3.2		1	HSL,USSN
Improve student engagement and increase satisfaction with Student Life offerings.	Statistically significant improvements in engagement and satisfaction are demonstrated by comparing baseline FY07 CCSSE and FY08 SSI data with respective data gathered in FY09 and FY10.		Director of Student Life	Jun-09 (CCSE) Jun-10 (SSI)	2.3	1	1	ALL
Provide college level learning experiences through High School Connections Program.	Honors Online increases enrollments 3% from 273 students to 281 students.		VP of Workforce Development	Jun-09	2.3	4	1	HSL
	Honors Online increases FYE from 27.7 to 28.5, an increase of 3%.		VP of Workforce Development	Jun-09	2.3	4	1	HSL
	Five new Honors Online courses are added to the program.		VP of Workforce Development	Jun-09	2.3	4	1	HSL
	Concurrent Enrollment increases enrollments 3% from 2,620 to 2,700, an increase of 80 enrollments.		VP of Workforce Development	Jun-09	2.3	1	2	HSL
	Concurrent Enrollment increases FYE 3% from 268 FYE to 276 FYE.		VP of Workforce Development	Jun-09	2.3	1	2	HSL
	Five new courses are added by high schools to the Concurrent Enrollment program.		VP of Workforce Development	Jun-09	2.3	1	2	HSL
	High School CLL testers increase by 20%, and addition of four new testers.		VP of Workforce Development	Jun-09	2.3	1	2	HSL

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	24 programs in the Perkins Program create the benchmark from which future planning is based.		VP of Workforce Development	Jun-09	1.1	1	2	HSL
Expand Customized Training Offerings to Business and Industry.	Lean courses increase enrollments 10% from 285 Duplicated HC to 314 Duplicated HC.		VP of Workforce Development	Jun-09	3.1	5	1	HSL
	Shared, specialized incumbent worker training is designed for ten different employers and ready for implementation in the fall of 2009.		VP of Workforce Development	Jun-09	3.1	5	1	HSL
	Four new online offerings are created by Customized Training.		VP of Workforce Development	Jun-09	3.3	5	1	HSL
	Customized Training offers a Lean 101 course for Business and Industry.		VP of Workforce Development	Jun-09	3.1	5	1	HSL
	Student enrollment in customized training increases 1.5% from 4,069 unduplicated HC to 4,130 unduplicated HC.		VP of Workforce Development	Jun-09	3.1	5	1	HSL
	Credit registrations in Customized Training increase 5% from 1,944 to 2,041 Duplicated HC.		VP of Workforce Development	Jun-09	3.1	5	1	HSL
	Highway workers for the MnDOT program enroll in one new maintenance course in Fall 09.		VP of Workforce Development	Jun-09	3.3	5	1	HSL
	A new Bridge Construction Inspection course for project engineers at MnDOT program accepts students in Fall 09.		VP of Workforce Development	Jun-09	3.3	5	1	HSL

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Increase student, staff, and faculty participation in civic engagement and service learning activities.	A mission, vision, and outcomes for Civic Engagement are completed and communicated for implementation in FY10.		Dean LAS, Civic Engagement and Service Learning Advisory Team	Mar-09	3.2	2,3	1,2	HSL,BCR
	15% of syllabi incorporate a civic engagement or service learning outcome.		CTL Coordinator, Civic Engagement and Service Learning Advisory Team	May-09	3.2	2,3	1	HSL
	The college's civic engagement and service learning opportunities are highlighted during the Student Success Day each semester.		Dean LAS, Civic Engagement and Service Learning Advisory Team	Mar-09	3.2	2,3	1	HSL
Expand credit based programming to local union representatives.	Sheet Metal Apprenticeship program is converted to a credit-based program.		VP of Workforce Development	Jun-09	3.3	5	1	HSL
Expand Access to Continuing Education Offerings.	CEU's in current and new classes increase from 1,952 to 2,052, an increase of 5%.		VP of Workforce Development	Jun-09	3.3	6	2	HSL
	Enrollment in current and new classes increases 5% from 1,172 to 1,232.		VP of Workforce Development	Jun-09	3.1	6	2	HSL
	Alternative delivery classes increase by two online courses and two ITV courses.		VP of Workforce Development	Jun-09	3.3	6	2	HSL
	14 new Continuing Education courses are offered during the year.		VP of Workforce Development	Jun-09	3.3	6	2	HSL

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Provide outreach services to industry to increase cultural awareness of potential workforce.	A 15 credit certificate program in Intercultural Competency enrolls 10 participants by January 2010.		Diversity Director, Regional Diversity Officer, Intercultural Services Coordinator	Dec-09	3.3	2	1,2	HSL
	Three training opportunities are provided to external stakeholders to meet the needs for training a global workforce.		Diversity Director, Regional Diversity Officer, Intercultural Services Coordinator	Dec-09	3.3	2	1,2	BCR
	Three external partnerships share resources and information between employers and LSC regarding cultural education and increasing local and global understandings.		Diversity Director, Regional Diversity Officer, Intercultural Services Coordinator	Dec-09	3.3	2	1,2	BCR
Increase grant writing capacity among LSC community.	Bi-annual summary of grants opportunities and RFP's is distributed to departments, faculty, and units.		Grant Development Officer	Jun-09	4.1	8	1	AODO
	Comprehensive prospect summaries are produced as requested for projects identified in department or unit work plans.		Grant Development Officer	Jun-09	4.1	8	1	AODO
	At least seven LSC employees attend the grant writing workshops with at least five grants submitted for funding by June 2009.		Grant Development Officer	Jul-09	4.2	8	1	AODO
Increase institutional support from public sources.	Title III proposal for a developmental education project is submitted to Department of Education.		Grant Development Officer	Apr-09	4.1	8	1	AODO

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	At least four additional federal grant requests are completed and submitted.		Grant Development Officer	Jun-09	4.1	8	1	AODO
Increase institutional support from private sources.	At least 250 face-to-face visits with potential donors are categorized by discovery, cultivation, solicitation, or stewardship.		Foundation Director	Jun-09	4.1	9	1	AODO
	A 25% increase in gifts and grants from private sources is realized.		Foundation Director	Jun-09	4.1	9	1	AODO
	Five major gifts are realized.		Foundation Director	Jun-09	4.1	9	1	AODO
	The fundraising plan for the CAA serves as a model for future program planning.		Foundation Director	Jun-09	4.1	9	1	AODO
	Four new alumni signature events result in at least 1000 new alumni attendees.		Alumni Director	Jun-09	4.1	10	1	AODO
Increase alumni support and participation in LSC events.	The alumni scholarship is increased by \$7,500.		Alumni Director	Jun-09	1.3	10	1	AODO
	Improved understanding of opportunities to involve alumni is realized through a minimum of three surveys distributed electronically to alumni.		Alumni Director	Jun-09	4.1	10	1	AODO
	Traffic at the alumni website and Facebook site increases threefold.		Alumni Director	Jun-09	4.1	10	1	AODO
	At least 180 alumni donors give an average of \$150 each.		Alumni Director	Jun-09	4.1	10	1	AODO
	Implement a collaborative, region-wide entrepreneurship initiative.	An annual entrepreneurial work plan, which will set the foundation for institutional advancement of entrepreneurial activities, is complete.		N.E. College Presidents	Jun-09	4.1		2

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	At least three of the institutional goals in the advancement of entrepreneurialism are met.		N.E. College Presidents	Jun-09	4.1		2	BCR
	A region-wide entrepreneurial symposium, designed for both college and community leaders committed to entrepreneurialism has at least 100 individuals who participate across the region.		N.E. College Presidents	Jun-09	4.1		2	BCR
Conduct research and data analysis that contributes to decision-making.	Research into developmental education students and trends provides greater understanding of our gaps and at least two areas for improvement.		Research Analyst	Mar-09	2.1		1	ME
	Student progress through gatekeeper courses is identified and shared with the academic unit.		Research Analyst	Jan-09	2.1		1	ME
	Focus groups identify the most important areas for action regarding the employee satisfaction survey.		Research Analyst	Nov-09	4.1		1	VP
	Survey data is triangulated to create trend data and identify areas for action planning.		Research Analyst	Jun-09	2.1		1	USSN
Improve electronic security.	All computers are checked prior to connection to the LSC network to ensure that no harm will be done from viruses and similar computer problems.		VPT, Director of Computer Services	Mar-09	4.2		3	AODO

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Increase/improve electronic access for employees.	An LSC Employee Portal gives users single sign-on access to all of their most commonly used web applications, including email, ISRS, and D2L. At least 100 employees will access these accounts during the first year.		VPT, Director of Web Services	Oct-09	4.2		3	AODO
	At least 10 surveys are created, across the LSC community, using an LSC Survey Software open during the first year.		VPT, Director of Web Services	Mar-09			3	LC,SIO
	At least 10 wikis are created across the LSC community, using Wiki creation software during the first year.		VPT, Director of Web Services	Oct-09			3	USSN
Increase diversity of student body through increased international student enrollments.	At least 10 students living in Asia will be enrolled for the FY10 academic year.		VPT	Jan-10	1.1		1,2	HSL
Enhance technology services to students.	A remodeled and expanded e-Campus Student Technology Help Center provides at least 40 open lab workstations, consolidates help desk services, and improves faculty access to instructional design and D2L assistance.		VPT, Facilities	Jun-09			3	USSN,SIO
Improve electronic communication services/options.	At least 500 different interactions using live voice and IM service will occur during the first year.		VPT	May-09	4.1		3	LC

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Determine feasibility for LSC in the Transparency by Design project.	A pilot project for Transparency by Design will present rationale and recommend LSC action in the project.		VPT	May-09	2.1		2	ME
Increase the quality and security of recruiting process.	100% of new hires (and current health faculty) will have cleared background checks prior to starting employment by September 1, 2008.		HR Director	Sep-08	4.3		3	VP
Obtain a better understanding of the data elements provided in the 2007 employee satisfaction survey, with a goal of showing improvement with the next survey.	Employee satisfaction focus groups identify issues related to the most significant gaps, and action plans address options for improvement with a goal toward a .2 decrease in the gap with the next survey administered by the college.		HR Director	Nov-08	4.1			VP
Increase effectiveness and efficiency of HR processes.	Electronic timesheets used by all (100%) staff, supervisors, and administrators.		HR Director	Oct - Dec 08			3	VP
	All (100%) unclassified searches are conducted using a web-based application tracking system.		HR Director	Feb-09			3	VP
Process Improvement for Employee Onboarding function.	Focus group evaluation of orientation and other onboarding steps guide revisions. The next Employee Satisfaction survey will show a statistically significant improvement on relevant survey questions.		HR Director	July - Nov 08	4.2			VP
Provide enhanced campus safety.	Three blue light emergency call stations are installed in parking areas.		VP Finance & Administration	May-09	4.2		3	SIO

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FY09 IE Plan**

Date: September 11, 2008

Unit/Department Objectives	Projected Outcomes	Actual Outcomes	Person Responsible	Projected Completion Date	System Strategic Direction	System Target/ Institutional Goals	College Priority	AQIP Category
	Internal security is increased through installation of ten cameras in critical areas prone to theft as determined by Physical Plant Director.		VP Finance & Administration	Mar-09			3	SIO
	All hazards plans are updated.		VP Finance & Administration	Jan-09			1	SIO
Create a sustainable campus.	First year requirements of the College Presidents Climate Commitment are completed.		VP Finance & Administration	Jun-09	4.2		1,2	SIO
Act as good stewards of the institutions fiscal resources.	General fund balance is maintained in excess of system minimum requirements.		VP Finance & Administration	Jun-09	1.3		1	SIO
	Comprehensive policy and procedure manual assists all cost center managers in following state, system, and campus financial procedures. Successful implementation will result in a 25% decrease in 16A reports.		VP Finance & Administration	Feb-09	1.3		1	SIO
	Semi-annual budget reviews with all cost center managers assist in management of financial resources. Success is documented by a reduction in budget and purchase order roll over requests at year end.		VP Finance & Administration	Feb-09	1.3		1	SIO
Solidify financial support for facilities expansion.	LSC's request for funding for Health and Science Building is included in the upcoming Bonding Bill.		Director of PI & GA	Spring 2011	3.3	3		SIO
	Funding for the Center for Advance Aviation is included in Federal Legislation.		Director of PI & GA	2009 -10	3.3	3		SIO

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Increase understanding of student communication preference.	Student communication profiles provide information and strategies are created to improve communication to students.		Director of PI & GA	Spring 2010	1.1	1	3	USSN,PCI
Improve community through technology.	Social networking and related technologies provide information to at least 2000 student members and other related stakeholders.		Director of PI & GA	Spring 2009	2.3		3	LC,PCI
Improve campus promotional materials.	Revised campus video is distributed via disc and Internet.		Director of PI & GA	Jan-09	1.1			LC
	Revised CAA video is distributed via disc and Internet.		Director of PI & GA	Mar-09	1.1			LC
Increase campus video promotional materials.	At least one video clip per month is posted to "The Wave." Program promotional videos are added to at least five academic database web pages.		Director of PI & GA	2008-2009 Academic year			3	LC
Increase public information.	Readership of "The Wave" is expanded 50% from a base of 400 current daily readers.		Director of PI & GA	2008-2009 Academic year			3	LC
	Feature coverage in the Duluth News Tribune is expanded, with at least one feature article per month during the academic year.		Director of PI & GA	2008-2009 Academic year			2,3	AODO
	TV News Coverage is increased with at least one TV feature each month during the academic year.		Director of PI & GA	2008-2009 Academic year			2,3	AODO
Improve department planning processes.	Promotional planning calendar organizes promotional events and advertising commitments.		Director of Marketing & Public Relations	Jan-09				PCI

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Increase military student enrollments and retention through enhanced recruitment efforts and services.	Summer/Fall 2009 new military student enrollments increase by 3% over summer/fall 2008.		Veteran's Education Coordinator	Sept. 09	1.1	1	1	HSL,USSN