



Lake Superior College

Where Tomorrow Starts Today!

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Department: President's Office

Person Responsible: Dr. Kathleen Nelson

Mission Statement: The mission of the President's Office is to provide the leadership and support needed to create a vision for the college's role in higher education. In addition, the President's Office will provide the leadership and support necessary to ensure quality programs and services, fiscal responsibility, student success and community responsiveness.

Completed: June 27, 2003

Updated:

Note: The President’s Institutional Effectiveness Plan is a synthesis of all LSC senior administrators’ plans which are formulated, in part, by all supervisors. The President’s plan highlights major initiatives. Details are found within the supporting administrators’ plans.

Abbreviations

President

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| VPAA | | Vice President of Academic Affairs |
| VPF&A | | Vice President of Finance & Administration |
| VPSS | | Vice President of Student Services |

Deans

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| DLA&S | | Dean of Liberal Arts & Sciences |
| DT&DL | | Dean of Technology and Distance Learning |
| DB, WD&ECP | | Dean of Business, Workforce Development, & Extended Campus Programs |
| DAH&N | | Dean of Allied Health & Nursing |
| DIP | | Dean of Industrial Programs |

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| DHR | | Director of Human Resources |
| DPI&GA | | Director of Public Information & Government Affairs |
| DP&IE | | Dean of Planning & Institutional Effectiveness |

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| EC | | Executive Council (All Senior Administrators) |
| PC | | President’s Cabinet (VPAA, VPF&A, DHR, & VPSS) |

AQIP CRITERION 1: Lake Superior College (LSC) develops its system and processes to help students learn.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|--|--|----------|-------------|
| 1. Develop new instructional programs and revise current programs. | <ul style="list-style-type: none"> A. Design and develop a Health and Wellness program. B. Design a Construction Management program. C. Create an AAS degree for Machine Tool program. D. Implement and evaluate the extension of Nursing programs to Fond du Lac and Pine Technical College. E. Evaluate joint programming with northeast Minnesota colleges (Radiologic Technology, Medical Laboratory Technician, etc.) F. Design additional instructional program offerings collaboratively with college in northeast Minnesota. G. Design two (2) health programs for implementation at the Virtual Campus. H. Create one (1) new program to be offered in an accelerated format. | | VPAA |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 1: Lake Superior College (LSC) develops its system and processes to help students learn.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|--|--|----------|-------------|
| 2. Develop new and revise current student services to better meet students' needs. | <ul style="list-style-type: none"> A. Implement a mandatory student e-mail system to advance institutional / student communication. B. Design an evaluation instrument for the Parents and Partners Orientation program. C. Re-define counseling and advising roles, responsibilities and service times based on the implementation of the new advising / counseling model. D. Develop a comprehensive Student Counseling Plan. E. Develop a comprehensive Student Advisement Plan. F. Implement the newly-formed Student Activities Board. G. Implement the new Advisor Certification program for activities/club advisors. H. Design and implement new programming and services in the college's Learning Center. I. Develop a virtual version of the on-line New Student Registration Session. | | VPSS |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 1: Lake Superior College (LSC) develops its system and processes to help students learn.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|---|--|----------|-------------|
| <p>3. Develop instructional programs and student services to meet the needs of special student populations.</p> | <ul style="list-style-type: none"> A. Enhance programming designed to increase retention and success of students on probation. B. Revise “Academic Alerts” process to better serve students by enhancing faculty involvement and collaboration between Instruction and Student Services. C. Explore enhancing services to ELS students. D. Investigate the development of instructional programs and specialized services for e-learners needing developmental education. E. Enhance programming and services to aid dislocated workers. F. Create the organizational structure, policies and procedures for a Center for Lifelong Learning. G. Enhance current and develop new services and programming to meet the needs of the campus’ multi-cultural student population. H. Design and implement new programming and services in the college’s Learning Center. I. Develop a strategic program plan to serve elder populations. | | <p>VPSS</p> |

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| | <p>J. Enhance the college's High School Connections Program.</p> <ul style="list-style-type: none"> a. Enhance the program to serve Home-schooled students (Academic Support for Families). b. Develop a strategic program plan to serve pre-college students during the summer and throughout the academic year. c. Engage in discussions with local high schools regarding enhancing services to students at academic risk. d. Enhance communication among high school teachers, students, parents and LSC representatives. e. Use e-folio as a required assessment tool by Piloting the requirement for Honors OnLine students. | | |
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| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 1: Lake Superior College (LSC) develops its system and processes to help students learn.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
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| 4. Provide services to assist students in developing self-advising skills and to increase advisors' skills to assist in this process. | | | VPSS |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 1: Lake Superior College (LSC) develops its system and processes to help students learn.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
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| 5. Develop support to assist students in procuring and using learning resources. | | | VPAA |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 1: Lake Superior College (LSC) develops its system and processes to help students learn.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|---|--|-----------------|--------------------|
| 6. Continue to develop and revise the college's Assessment of Student Academic Achievement processes. | Develop a reporting format for the purpose of communicating assessment results to the college community. Increase faculty participation in college-wide assessment processes. Develop strategies for assessing student learning in virtual campus classes consistent with assessment of on-ground classes. Conduct staff development opportunities for faculty relating to assessment strategies. | | VPAA |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 1: Lake Superior College (LSC) develops its system and processes to help students learn.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
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| 7. Design and implement strategies to train and support faculty to incorporate service learning into the classroom. | | | VPAA |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 1: Lake Superior College (LSC) develops its system and processes to help students learn.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
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| 8. Expand the use of learning communities on campus. | | | EC |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 2: Lake Superior College accomplishes other distinctive objectives which complement student learning and fulfill other portions of the institution's mission.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|---|--|----------|---------------------------|
| <p>1. Develop E-Learning programming and services to meet the needs of distance learners and “virtual” faculty.</p> | <ul style="list-style-type: none"> A. Complete the second phase of the marketing plan for OnLine instruction. B. Develop new instructional programs for implementation on the Virtual Campus. C. Establish a longitudinal research / data agenda for reporting activity on the Virtual Campus. D. Ensure the connection of the assessment of student academic achievement on the Virtual Campus with student assessment on the college's on-ground campuses. E. Enhance virtual staff development opportunities. F. Continue to investigate opportunities for developing on-line/on-demand course offerings on the Virtual Campus. G. Work collaboratively with MnSCU to develop all electronic systems to support seamless student access to learning. H. Institute a program for on-line student mentors for enrollees in the college's Virtual Campus. I. Develop a virtual faculty orientation program for faculty teaching on-line. J. Develop an orientation for students in the Allied Health and Nursing division, | | <p>DT&DL VPAA</p> |

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| | <p>including orientation to basic technology competencies.</p> <ul style="list-style-type: none">K. Increase technology competencies for all personnel in the Allied Health and Nursing division.L. Promote e-community for health care faculty as part of an overall mentoring program.M. Provide continued support for the use of the MnSCU iSeek and e-learning portfolios.N. Establish a plan for advanced e-learning faculty training.O. Evaluate instructional technology training facilities and design plan for enhancement.P. Survey faculty and students relative to the future development of “blended” instructional modes, reducing seat time in lieu of technology-enhanced learning methodologies.Q. Create a scholarship fund targeted at providing scholarship opportunities to students enrolled in one of the college’s online programs.R. Prepare a recommendation on the implementation of an equipment security system.S. Complete the college’s Master Technology Plan.T. Create a strategic plan aimed at the creation of a Virtual Honors Online High School.U. Evaluate “virtual” professors’ office | | |
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| | <p>and instructional management needs to ensure support for distance learning instruction.</p> <p>V. Design and implement an equipment check-out system for the Media Arts Center.</p> | | |
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| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 2: Lake Superior College accomplishes other distinctive objectives which complement student learning and fulfill other portions of the institution's mission.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|---|----------------------------------|-----------------|--------------------|
| 2. Establish Lake Superior College as a welcoming and friendly center for student service and community activities. | | | VPSS |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 2: Lake Superior College accomplishes other distinctive objectives which complement student learning and fulfill other portions of the institution's mission.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|---|--|----------|------------------|
| <p>3. Develop facilities plans supportive of the college's mission.</p> | <ul style="list-style-type: none"> A. Conduct facilities assessment and implement plan for development of the ERTC site. B. Develop and implement a Furniture Replacement Plan for all of the institution's facilities. C. Continue to build on the institution's energy efficiency plans implemented during FY03. D. Assess needs and develop an institutional safety training plan for implementation starting in Spring'03. E. Secure additional land adjacent to the college in preparation for student housing development. F. Complete the remodeling of the Fine Arts Center. G. Complete the remodeling of the Surgical Tech/Nursing Assistant area, the Library, and the former OTA space. H. Continue to develop the campus grounds plan for outdoor landscaping. I. Secure legislative support for the building of the new Student Services/Academic/Administration building and build internal MnSCU support for the Science and Health Center to be forwarded for consideration again in FY06. J. Continue to plan for the relocation and remodeling of the Student Life Center and the Center for Student Development. | | <p>VPF&A</p> |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 2: Lake Superior College accomplishes other distinctive objectives which complement student learning and fulfill other portions of the institution's mission.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
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| 4. Assist in developing the work of the Lake Superior College Foundation. | | | DP&IE |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 2: Lake Superior College accomplishes other distinctive objectives which complement student learning and fulfill other portions of the institution's mission.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
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| 5. Develop strategic initiatives aimed at developing the college's Alumni Association. | | | DP&IE |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 2: Lake Superior College accomplishes other distinctive objectives which complement student learning and fulfill other portions of the institution's mission.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
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| 6. Develop improvements to the college's Government Relations program. | | | DPI&GA |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 2: Lake Superior College accomplishes other distinctive objectives which complement student learning and fulfill other portions of the institution's mission.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
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| 7. Design strategies for improving the college's ability to secure grant funding and to monitor, internally, activities relating to grant procurement. | | | DP&IE |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 2: Lake Superior College accomplishes other distinctive objectives which complement student learning and fulfill other portions of the institution's mission.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
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| 8. Design advertising, marketing and public information items to support the college's strategic and operational objectives. | | | DPI&GA |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 2: Lake Superior College accomplishes other distinctive objectives which complement student learning and fulfill other portions of the institution's mission.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
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| 9. Establish clearly-articulated policies and procedures relating to Intellectual Property Rights | | | DT&DL VPAA |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 2: Lake Superior College accomplishes other distinctive objectives which complement student learning and fulfill other portions of the institution's mission.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
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| 10. Review and revise the plan to uphold the college's role in environmental stewardship. | | | VPF&A |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 2: Lake Superior College accomplishes other distinctive objectives which complement student learning and fulfill other portions of the institution's mission.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
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| 11. Review and revise current technology systems and design new systems to enhance institutional operations. | <ul style="list-style-type: none"> A. Fully implement the new digital imaging system in the Records Office. B. Implement the new mandatory student e-mail system. C. Monitor, evaluate, and improve the Web site and its utilization. | | DT&DL |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 2: Lake Superior College accomplishes other distinctive objectives which complement student learning and fulfill other portions of the institution's mission.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|---|---|-----------------|--------------------|
| 12. Design Financial Management activities to strengthen the ongoing financial health of the institution. | <ul style="list-style-type: none"> A. Maintain tuition at one of the five lowest in the system. B. Maintain a 6-7% reserve. C. Review and revise the plan for use of auxiliary enterprise fund balances. D. Address the results from the Legislative Audit conducted during the summer of 03. | | VPF&A |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 3: Lake Superior College designs its systems and processes to understand students' and other stakeholders' needs.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
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| 1. Develop an understanding of students' needs and opinions. | A. Conduct the CCSSE survey of student satisfaction and engagement. | | DP&IE |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 3: Lake Superior College designs its systems and processes to understand students' and other stakeholders' needs.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|---|---|-----------------|--------------------|
| 2. Design systems to understand staff needs and opinions. | <p>A. Conduct an Employee Satisfaction survey and use the data to create employee focus groups whose goal is to improve upon some of the most critical areas of concern identified in the survey.</p> <p>B. Use the Vital Focus Conversation Day and the Vital Focus Survey to determine the institution's most important concepts for institutional improvement.</p> | | DP&IE |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 3: Lake Superior College designs its systems and processes to understand students' and other stakeholders' needs.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
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| 3. Develop an understanding of the community's learning needs and of LSC's image within the community. | | | DPI&GA |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 3: Lake Superior College designs its systems and processes to understand students' and other stakeholders' needs.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
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| 4. Understand the barriers faced by special student populations and underrepresented student groups and design systems to begin to assist students in overcoming these barriers. | A. Conduct an ADA audit of the campus facilities. | | VPSS |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 4: Lake Superior College demonstrates its commitment to its faculty, staff and administrators by valuing people.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|---|--|----------|-------------|
| <p>1. Design Professional Development activities centered on the college's strategic priorities, the MnSCU strategic and work plans and on the articulated professional development needs of the college's staff.</p> | <ul style="list-style-type: none"> A. Implement training sessions for MMA supervisors relating to the effective use of the Institutional Effectiveness planning document. B. Implement a more formalized faculty mentoring program. C. Design an effective system for monitoring the staff development activities of all staff members. D. Implement continuous quality improvement activities for an additional 60 employees. E. Implement the Administrative Advanced Degree Professional Development Plan. | | DHR |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 4: Lake Superior College demonstrates its commitment to its faculty, staff and administrators by valuing people.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|--|----------------------------------|-----------------|--------------------|
| 2. Establish consistent hiring practices and search processes across all units of the college. | | | DHR |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 4: Lake Superior College demonstrates its commitment to its faculty, staff and administrators by valuing people.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
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| 3. Work collaboratively among CTL, Academic Administration and Human Resources to review and revise the new faculty orientation program. | | | DHR VPAA |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 4: Lake Superior College demonstrates its commitment to its faculty, staff and administrators by valuing people.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
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| 4. Increase staff recognition activities. | | | PC |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 4: Lake Superior College demonstrates its commitment to its faculty, staff and administrators by valuing people.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
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| 5. Establish recruitment and retention practices to aid in the recruitment and support of faculty and staff of color and those individuals with disabilities. | | | DHR |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 4: Lake Superior College demonstrates its commitment to its faculty, staff and administrators by valuing people.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
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| 6. Evaluate needs, plan and implement appropriate advisor training (ISRS, Access, Groupwise, etc.). | | | VPSS |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 4: Lake Superior College demonstrates its commitment to its faculty, staff and administrators by valuing people.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
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| 7. Develop Business Office personnel training plans as determined by a unit needs assessment | | | VPF&A DHR |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 4: Lake Superior College demonstrates its commitment to its faculty, staff and administrators by valuing people.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|--|----------------------------------|-----------------|--------------------|
| 8. Enhance the performance review process for MMA employees and secure money to provide them with staff development opportunities. | | | DHR |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 4: Lake Superior College demonstrates its commitment to its faculty, staff and administrators by valuing people.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
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| 9. Create a system for the collection of staff development data across all areas of the college. | | | DP&IE DHR |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 5: Lake Superior College's leaders lead and communicate through planning, decision-making, culture -building, and communication activities.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
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| 1. Lake Superior College's leaders lead and communicate through planning, decision-making, culture-building, and communication activities. | | | PC |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 5: Lake Superior College's leaders lead and communicate through planning, decision-making, culture -building, and communication activities.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|---|----------------------------------|-----------------|--------------------|
| 2. Establish processes for the development of team-building opportunities throughout the college community. | | | PC |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 5: Lake Superior College's leaders lead and communicate through planning, decision-making, culture -building, and communication activities.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|--|----------------------------------|-----------------|--------------------|
| 3. Review membership on the college's Institutional Effectiveness Committee and expand membership. | | | DP&IE |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 5: Lake Superior College's leaders lead and communicate through planning, decision-making, culture -building, and communication activities.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|---|--|----------|-------------------|
| <p>4. Establish internal and external communication processes designed to both inform and promote college strategies, initiatives and activities.</p> | <p>A. Design and implement a marketing/advertising program for new instructional programs (Teacher Education Prep, new OnLine awards, Paralegal, Accelerated Supervisory Management).</p> <p>B. Design an awareness campaign for the Virtual Campus (logo, branding, advertising, and public relations)</p> <p>C. Prepare existing printed materials in a CD format.</p> <p>D. Increase media coverage for programs and student/staff achievements.</p> <p>E. Improve readership for the WAVE, expand publication of the First/Last Day news, and explore greater use of e-mail Campus News as a way to strengthen internal communications.</p> <p>F. Develop a systematic, consistent communication plan for informing legislators, Chamber of Commerce board members and key business leaders.</p> <p>G. Implement the new mandatory student email system.</p> | | <p>DPI&GA</p> |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 5: Lake Superior College's leaders lead and communicate through planning, decision-making, culture -building, and communication activities.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|--|----------------------------------|-----------------|--------------------|
| 5. Review and revise the college's student recruitment and advertising activities. | | | DPI&GA |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 5: Lake Superior College's leaders lead and communicate through planning, decision-making, culture -building, and communication activities.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|---|----------------------------------|-----------------|--------------------|
| 6. Design new student leadership opportunities and revise current student leadership programming, strengthening the connection between the college's administrators and the campus's student leaders. | | | VPSS |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 5: Lake Superior College's leaders lead and communicate through planning, decision-making, culture -building, and communication activities.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|---|----------------------------------|-----------------|--------------------|
| 7. Establish planning activities within all work groups on campus to blend individual, work group and institutional planning processes. | | | VPSS |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 6: Lake Superior College supports its institutional operations by providing an environment in which learning can thrive.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|--|----------------------------------|-----------------|--------------------|
| 1. Enhance web-based and technology infrastructures and operations to assist in students' learning and to support staff members' work systems. | | | DT&DL |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 6: Lake Superior College supports its institutional operations by providing an environment in which learning can thrive.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|--|----------------------------------|-----------------|--------------------|
| 2. Evaluate and revise the college's financial management systems to support on-going and new institutional learning and support activities. | | | VPF&A |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 6: Lake Superior College supports its institutional operations by providing an environment in which learning can thrive.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|---|----------------------------------|-----------------|--------------------|
| 3. Design public information systems to aid in student recruitment and to enhance recognition of students' and staff members' achievements. | | | DPI&GA |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 6: Lake Superior College supports its institutional operations by providing an environment in which learning can thrive.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|--|----------------------------------|-----------------|--------------------|
| 4. Review and revise facilities management systems to provide exceptional learning space for students and work environments for college personnel. | | | VPF&A |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 6: Lake Superior College supports its institutional operations by providing an environment in which learning can thrive.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|---|----------------------------------|-----------------|--------------------|
| 5. Review and update the college's Crisis Plan, designing staff development for members of the crisis team and additional staff members as appropriate. | | | VPSS VPF&A |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 6: Lake Superior College supports its institutional operations by providing an environment in which learning can thrive.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|--|----------------------------------|-----------------|--------------------|
| 6. Clarify the processes and procedures used to handle discrimination/harassment and general student complaints. | | | VPSS |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 6: Lake Superior College supports its institutional operations by providing an environment in which learning can thrive.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|---|----------------------------------|-----------------|--------------------|
| 7. Create a plan for the celebration in FY05 of the college's 10th anniversary. | | | EC |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 7: Lake Superior College measures its effectiveness by collecting, analyzing, and using data responsibly.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|---|----------------------------------|-----------------|--------------------|
| 1. Establish a well-articulated research agenda to meet the data collection and analysis needs of the college and to use in effective decision-making, by determining research agendas for data enterprise zones. | | | DP&IE |

| Outcomes | Date Completed | Needed Future Action |
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AQIP CRITERION 7: Lake Superior College measures its effectiveness by collecting, analyzing, and using data responsibly.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|--|----------------------------------|-----------------|--------------------|
| 2. Review, revise, and articulate the college's program review processes and time lines. | | | VPAA |

| Outcomes | Date Completed | Needed Future Action |
|-----------------|-----------------------|-----------------------------|
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AQIP CRITERION 7: Lake Superior College measures its effectiveness by collecting, analyzing, and using data responsibly.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|---|----------------------------------|-----------------|--------------------|
| 3. Analyze assessment of student academic achievement data and prepare a report for communication to the college community. | | | DP&IE |

| Outcomes | Date Completed | Needed Future Action |
|-----------------|-----------------------|-----------------------------|
| | | |

AQIP CRITERION 7: Lake Superior College measures its effectiveness by collecting, analyzing, and using data responsibly.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|---|----------------------------------|-----------------|--------------------|
| 4. Research success rates for developmental education students in college-level courses, including students enrolled in the college's virtual campus. | | | DP&IE |

| Outcomes | Date Completed | Needed Future Action |
|-----------------|-----------------------|-----------------------------|
| | | |

AQIP CRITERION 7: Lake Superior College measures its effectiveness by collecting, analyzing, and using data responsibly.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|--|----------------------------------|-----------------|--------------------|
| 5. Continue to build on the work of the college's Data Integrity group to ensure the collection of useful, reliable, and valid data. | | | DP&IE |

| Outcomes | Date Completed | Needed Future Action |
|-----------------|-----------------------|-----------------------------|
| | | |

AQIP CRITERION 7: Lake Superior College measures its effectiveness by collecting, analyzing, and using data responsibly.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|---|----------------------------------|-----------------|--------------------|
| 6. Establish a clear research agenda to support the college's 3 AQIP action projects. | | | DP&IE |

| Outcomes | Date Completed | Needed Future Action |
|-----------------|-----------------------|-----------------------------|
| | | |

AQIP CRITERION 7: Lake Superior College measures its effectiveness by collecting, analyzing, and using data responsibly.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|--|----------------------------------|-----------------|--------------------------|
| 7. Establish a longitudinal research/data agenda for reporting activity on the Virtual Campus. | | | DP&IE DT&DL DPI&GA |

| Outcomes | Date Completed | Needed Future Action |
|-----------------|-----------------------|-----------------------------|
| | | |

AQIP CRITERION 7: Lake Superior College measures its effectiveness by collecting, analyzing, and using data responsibly.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|--|----------------------------------|-----------------|--------------------|
| 8. Review and revise the instrument used to evaluate advising and counseling services. | | | VPSS DP&IE |

| Outcomes | Date Completed | Needed Future Action |
|-----------------|-----------------------|-----------------------------|
| | | |

AQIP CRITERION 7: Lake Superior College measures its effectiveness by collecting, analyzing, and using data responsibly.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|---|----------------------------------|-----------------|--------------------|
| 9. Build the baseline data for success rates of students involved in the college's High School Connections program. | | | DP&IE |

| Outcomes | Date Completed | Needed Future Action |
|-----------------|-----------------------|-----------------------------|
| | | |

AQIP CRITERION 7: Lake Superior College measures its effectiveness by collecting, analyzing, and using data responsibly.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|--|----------------------------------|-----------------|--------------------|
| 10. Implement an evaluation instrument for the Parents and Partners Orientation program. | | | VPSS DP&IE |

| Outcomes | Date Completed | Needed Future Action |
|-----------------|-----------------------|-----------------------------|
| | | |

AQIP CRITERION 7: Lake Superior College measures its effectiveness by collecting, analyzing, and using data responsibly.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|---|----------------------------------|-----------------|--------------------|
| 11. Design, implement, and analyze a “secret shopper” evaluation of counseling and advising services. | | | VPSS |

| Outcomes | Date Completed | Needed Future Action |
|-----------------|-----------------------|-----------------------------|
| | | |

AQIP CRITERION 7: Lake Superior College measures its effectiveness by collecting, analyzing, and using data responsibly.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|---|----------------------------------|-----------------|--------------------|
| 12. Design, implement, and analyze information on a college-wide Human Resource department review survey. | | | DHR DP&IE |

| Outcomes | Date Completed | Needed Future Action |
|-----------------|-----------------------|-----------------------------|
| | | |

AQIP CRITERION 7: Lake Superior College measures its effectiveness by collecting, analyzing, and using data responsibly.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|--|----------------------------------|-----------------|--------------------|
| 13. Design a plan for establishing longitudinal research on data relating to enrollment history and student satisfaction of CT/CE offerings. | | | DP&IE |

| Outcomes | Date Completed | Needed Future Action |
|-----------------|-----------------------|-----------------------------|
| | | |

AQIP CRITERION 7: Lake Superior College measures its effectiveness by collecting, analyzing, and using data responsibly.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|---|----------------------------------|-----------------|--------------------|
| 14. Hold "Review the Data" open forums each month to encourage campus-wide review and discussion of data used for campus decision-making. | | | DP&IE |

| Outcomes | Date Completed | Needed Future Action |
|-----------------|-----------------------|-----------------------------|
| | | |

AQIP CRITERION 7: Lake Superior College measures its effectiveness by collecting, analyzing, and using data responsibly.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|---|----------------------------------|-----------------|--------------------|
| 15. Expand campus awareness of the Institutional Research mission through strategic communications. | | | DP&IE |

| Outcomes | Date Completed | Needed Future Action |
|-----------------|-----------------------|-----------------------------|
| | | |

AQIP CRITERION 7: Lake Superior College measures its effectiveness by collecting, analyzing, and using data responsibly.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|---|----------------------------------|-----------------|--------------------|
| 16. Build a campus-wide on-line data directory. | | | DP&IE DPI&GA |

| Outcomes | Date Completed | Needed Future Action |
|-----------------|-----------------------|-----------------------------|
| | | |

AQIP CRITERION 8: Lake Superior College plans for continuous improvement.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|--|----------------------------------|-----------------|--------------------|
| 1. Create learning opportunities for additional staff to become knowledgeable about quality processes and AQIP activities. | | | DP&IE |

| Outcomes | Date Completed | Needed Future Action |
|-----------------|-----------------------|-----------------------------|
| | | |

AQIP CRITERION 8: Lake Superior College plans for continuous improvement.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|--|----------------------------------|-----------------|--------------------|
| 2. Establish conversation groups to address critical improvement projects based on information obtained from the Vital Focus Conversation Day. | | | DP&IE |

| Outcomes | Date Completed | Needed Future Action |
|-----------------|-----------------------|-----------------------------|
| | | |

AQIP CRITERION 8: Lake Superior College plans for continuous improvement.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|---|----------------------------------|-----------------|--------------------|
| 3. Design unit quality review teams to set baseline data and to track quality improvement activities. | | | DP&IE |

| Outcomes | Date Completed | Needed Future Action |
|-----------------|-----------------------|-----------------------------|
| | | |

AQIP CRITERION 8: Lake Superior College plans for continuous improvement.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|--|----------------------------------|-----------------|--------------------|
| 4. Organize personnel files using labeled contents and sectioning. | | | DHR |

| Outcomes | Date Completed | Needed Future Action |
|-----------------|-----------------------|-----------------------------|
| | | |

AQIP CRITERION 8: Lake Superior College plans for continuous improvement.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|---|----------------------------------|-----------------|--------------------|
| 5. Engage in policy and procedure review to better serve students and to efficiently and effectively assist college staff in carrying out their responsibilities. | | | PC |

| Outcomes | Date Completed | Needed Future Action |
|-----------------|-----------------------|-----------------------------|
| | | |

AQIP CRITERION 8: Lake Superior College plans for continuous improvement.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|--|----------------------------------|-----------------|--------------------|
| 6. Monitor progress toward implementation of the college's three AQIP Quality Action Projects. | | | DP&IE |

| Outcomes | Date Completed | Needed Future Action |
|-----------------|-----------------------|-----------------------------|
| | | |

AQIP CRITERION 8: Lake Superior College plans for continuous improvement.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|---|----------------------------------|-----------------|--------------------|
| 7. Draft the "Helping Students Learn" section of the HLC Systems Portfolio. | | | VPAA |

| Outcomes | Date Completed | Needed Future Action |
|-----------------|-----------------------|-----------------------------|
| | | |

AQIP CRITERION 8: Lake Superior College plans for continuous improvement.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|---|----------------------------------|-----------------|--------------------|
| 8. Research retention rates and learning in on-line classes compared to on-ground ones. | | | DP&IE DT&DL |

| Outcomes | Date Completed | Needed Future Action |
|-----------------|-----------------------|-----------------------------|
| | | |

AQIP CRITERION 8: Lake Superior College plans for continuous improvement.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|--|----------------------------------|-----------------|--------------------|
| 9. Develop and implement processes to ensure data integrity. | | | DP&IE |

| Outcomes | Date Completed | Needed Future Action |
|-----------------|-----------------------|-----------------------------|
| | | |

AQIP CRITERION 8: Lake Superior College plans for continuous improvement.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|--|----------------------------------|-----------------|--------------------|
| 10. Develop a comprehensive Student Counseling Plan. | | | VPSS |

| Outcomes | Date Completed | Needed Future Action |
|-----------------|-----------------------|-----------------------------|
| | | |

AQIP CRITERION 8: Lake Superior College plans for continuous improvement.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|--|----------------------------------|-----------------|--------------------|
| 11. Develop Operational Manuals for Admissions, Advising, and Financial Aid. Update Records Manual. | | | VPSS |

| Outcomes | Date Completed | Needed Future Action |
|-----------------|-----------------------|-----------------------------|
| | | |

AQIP CRITERION 8: Lake Superior College plans for continuous improvement.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|---|----------------------------------|-----------------|--------------------|
| 12. Continue the work of the Student Services Quality Advisory Group to improve student service operations. | | | VPSS |

| Outcomes | Date Completed | Needed Future Action |
|-----------------|-----------------------|-----------------------------|
| | | |

AQIP CRITERION 8: Lake Superior College plans for continuous improvement.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|--|----------------------------------|-----------------|--------------------|
| 13. Create a plan and time line for establishing an administrative procedures manual to include critical procedural issues across institutional units. | | | PC |

| Outcomes | Date Completed | Needed Future Action |
|-----------------|-----------------------|-----------------------------|
| | | |

AQIP CRITERION 9: Lake Superior College builds collaborative relationships with both internal and external stakeholders in order to support its mission.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|---|---|-----------------|--------------------|
| 1. Strengthen working relationships with community and area K-12 and pre-college educational systems. | A. Upgrade PassKey and build additional K-12 learning opportunities using this electronic tutoring tool. B. Investigate the potential sharing of Multicultural Services staff with one of the area K-12 systems. | | VPAA |

| Outcomes | Date Completed | Needed Future Action |
|-----------------|-----------------------|-----------------------------|
| | | |

AQIP CRITERION 9: Lake Superior College builds collaborative relationships with both internal and external stakeholders in order to support its mission.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|--------------------------------------|---|-----------------|--------------------|
| 2. Strengthen community connections. | <p>A. Review current relationships with community groups using the college's facilities and expand these or develop additional community partnerships aimed at institutional awareness and community support.</p> <p>B. Create a series of breakfast meetings with community leaders, the college's President's Cabinet members and members of the college's Diversity Committee.</p> <p>C. Work collaboratively with the Airport Authority to secure a federal grant to bring American Eagle airline back to Duluth.</p> | | EC |

| Outcomes | Date Completed | Needed Future Action |
|-----------------|-----------------------|-----------------------------|
| | | |

AQIP CRITERION 9: Lake Superior College builds collaborative relationships with both internal and external stakeholders in order to support its mission.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|--|----------------------------------|-----------------|--------------------|
| 3. Ensure quality services and programming by building connections with leaders in the Office of the Chancellor and throughout state government. | | | EC |

| Outcomes | Date Completed | Needed Future Action |
|-----------------|-----------------------|-----------------------------|
| | | |

AQIP CRITERION 9: Lake Superior College builds collaborative relationships with both internal and external stakeholders in order to support its mission.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|--|----------------------------------|-----------------|--------------------|
| 4. Expand connections to minority/diverse communities. | | | EC |

| Outcomes | Date Completed | Needed Future Action |
|-----------------|-----------------------|-----------------------------|
| | | |

AQIP CRITERION 9: Lake Superior College builds collaborative relationships with both internal and external stakeholders in order to support its mission.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|---|----------------------------------|-----------------|--------------------|
| 5. Build new and strengthen existing partnerships with higher education entities. | | | EC |

| Outcomes | Date Completed | Needed Future Action |
|-----------------|-----------------------|-----------------------------|
| | | |

AQIP CRITERION 9: Lake Superior College builds collaborative relationships with both internal and external stakeholders in order to support its mission.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|--|---|-----------------|--------------------|
| 6. Expand collaborative programs and services with MnSCU colleges in the northeast | <ul style="list-style-type: none"> A. Review and more fully develop the northeast academic collaborative program plan. B. Design a collaborative Associate in Arts degree delivered through a variety of instructional methodologies. C. Develop a collaborative online Workforce Development Center D. Create a joint ITV Associate in Arts degree for evening and weekend delivery. E. Design a common academic calendar for FY05. F. Establish a regional agreement on core curriculum for the nursing program. G. Create a shared position to address issues in affirmative action, investigations, etc. | | EC |

| Outcomes | Date Completed | Needed Future Action |
|-----------------|-----------------------|-----------------------------|
| | | |

AQIP CRITERION 9: Lake Superior College builds collaborative relationships with both internal and external stakeholders in order to support its mission.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|--|----------------------------------|-----------------|--------------------|
| 7. Clearly identify strategies to meet the education and training needs of business and industry partners. | | | VPAA |

| Outcomes | Date Completed | Needed Future Action |
|-----------------|-----------------------|-----------------------------|
| | | |

AQIP CRITERION 9: Lake Superior College builds collaborative relationships with both internal and external stakeholders in order to support its mission.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|---|----------------------------------|-----------------|--------------------|
| 8. Establish plans for the development of international partnerships to aid students in developing global perspectives. | | | VPAA |

| Outcomes | Date Completed | Needed Future Action |
|-----------------|-----------------------|-----------------------------|
| | | |

AQIP CRITERION 9: Lake Superior College builds collaborative relationships with both internal and external stakeholders in order to support its mission.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|---|----------------------------------|-----------------|--------------------|
| 9. Strengthen internal campus relationships and collaborations to better serve students and staff members' needs. | | | EC |

| Outcomes | Date Completed | Needed Future Action |
|-----------------|-----------------------|-----------------------------|
| | | |

AQIP CRITERION 9: Lake Superior College builds collaborative relationships with both internal and external stakeholders in order to support its mission.

| Principal Objectives | Implementation Strategies | Date Due | Responsible |
|---|----------------------------------|-----------------|--------------------|
| 10. Create new and distinctive partnerships to assist the college in meeting students' needs and in expanding its educational influence outside the campus. | | | EC |

| Outcomes | Date Completed | Needed Future Action |
|-----------------|-----------------------|-----------------------------|
| | | |