Responsible Unit	Action Step	Result Indicator	Actual Results and Use of Results	Status
Athletics	1---> Establish a team competition to award success athletic teams in the areas of academic success, community service, retention, and athletic success. Explore options to actively monitor student-athlete academic performance.	Establish scoring system that will rank each of the teams and award points on their team G.P.A, Fall to Spring retention rate, community service, and athletic success. Work with the Director of Institutional Effectiveness to create reports that track student-athlete enrollment. Work with the Director of Institutional Effectiveness to determine the most appropriate method to provide coaches accurate and timely grade reports.	A1 - Due to COVID-19 a team competition is not realistic for the 2019-20 school year because some of the teams were not able to complete their seasons. Many of the community service activities that teams historically have participated in were after students were back home due to the pandemic. The structure for the team competition is in place but without a full season there is now equitable way to score it. A2 - With help from I.T. a number of automated reports have been created that help coaches actively monitor their student-athletes performance in the classroom. Coaches now receive an email each morning with the current grades for each of their student-athletes allowing them to address issues as they come up. They also receive a daily email that is still being tweaked that reports on the class attendance of the	In Progress

<p align="center">¾Goal #2: Improve holistic student satisfaction experience</p>

Identify actions and advance strategies to improve effective operations				
Responsible Unit	Action Step	Result Indicator	Actual Results and Use of Results	Status
President's Office	1---> Create new athletics facility on campus by November 2019 2--->Complete final phase of Living Center East renovation project by August 2019 3--->Ferguson Hall renovated by August 2019 and identification of new facilities project	1. The completion of 2019 facility projects and the identification of new project over the 2019-2020 planning year.	1. Strutt Hall was renamed and renovated. 2. The Steve Lampe Athletic Center was completed in January 2020. 3. Ferguson Hall was completely renovated in August 2019. These results indicate that CCC heavily invested in the facilities and made a concentrated effort to improve the student's amen	Completed Completed Completed
Academics	A1-->Implement a new assessment server A2-->Continue to improve the new faculty mentor program	Assessment server Faculty mentors	CCC continues to utilize the assessment server in a more robust manner and makes yearly updates to the mentoring program. CCC will continue to make improvements in this area.	Completed Completed
Student Affairs	A1--> Streamline scholarship process (financial aid, anticipated aid, foundation and recruitment) A2---> Compare and contrast software to increase technological capacity of the Financial Aid office.	Updated scholarship process Software comparison and purchase	A1- Through support of IT, a report was created that allowed all recipients of scholarships through Academic Works institution uploaded and applied to anticipated aid through PowerFaids in the Fall 2019 semester. A2- Net Partner was purchased Fall 2019 to serve as a student portal in Financial Aid. The system will allow students to see documents pertaining to their financial aid. Net Partner will go live for all students in July 2020. This will allow even better/faster communication between student offices. Additionally, processes for all scholarships have been altered so additional streamlining is done through the financial aid office with the help of IT and stud	Completed Completed

Ceate and utilize student-centered approaches to improve satisfaction				
Responsible Unit	Action Step	Result Indicator	Actual Results and Use of Results	Status
Student Affairs	A1---> Implement SaVE Act through SafeColleges programming for students and employees A2---> Renovate and create outdoor activity space A3---> Design and remodel the Financial Aid waiting area A4---> To enrich the student living environment, through improvement and enhancement of the living community.	Specific events targeting a more non-traditional student audience. Increased Student Life presence on social media to better promote activities and events. Students recruited from other student groups to diversify SGA representation. Updated Student Government Association and student organization manuals.	A1-Safe Colleges was impletemented and utilized for facutly/staff and student orientations in order to teach about the SaVE Act following years. A2-The outdoor activity space was put on hold in order to work on other projects more pressing across campus A3-The waiting area of the Financial Aid Office was re-decorated during the fall 2019 semester A4-Surveys were sent to students to determine what activities they wanted to participate in We will continue to seek input from students in order to determine what changes/additions they would like. Additionally, Safe Colleges will be used to continue teaching the SaVE Act, and will also be utilized to teach inclusivity during the fall 2020 semester.	Completed Pending Completed Completed
Athletics	1--->Explore/pilot the creation for a Student Athlete Advisory Committee.	Determine what the makeup of a Student Athlete Advisory Council. Work with coaches to select members to establish a Student Athlete Advisory Committee. Establish a regular meeting schedule for a Student Athlete Advisory committee.	Although the Student Athlete Advisory Committee started to take shape in the previous year, there was little interest from the students in 2019-20. it will continue to be a goal moving forward to grow the program and help give student-athletes a voice in the future.	On-Going