

**CQI Planning Matrix
2009-2012 Objectives**

2009-2012 Objective	2009-2010 Objective	2009-2010 Objective	2009-2010 Objective	2009-2010 Objective	2009-2010 Objective
1. Establish a comprehensive Core Product Design and Development System that produces relevant, competitive programs, courses and delivery systems to achieve student goals.	1a. Implement the performance-based learning system at all levels (course, program and institutional).	1b. Develop a comprehensive assessment system that measures outcomes at the course, program and institutional level.	1c. Establish goals, criteria, standards and processes for a revised approach that better leverages the College's resources to meet the developmental educational needs of our learners.	1d. Implement the program design, development and review system.	
2. Establish a comprehensive Strategic Enrollment Management (SEM) system to prepare the College for a major shift in customer demographics and product and to enhance student success.	2a. Identify requirements, specifications and strategies to acquire a prospect management CRM system, including technical and staff requirements, cost and ROI.	2b. Design a system and process to build and implement an annual Strategic Enrollment Management plan that includes strategies and tactics to achieve enrollment targets.	2c. Develop methodology for a comprehensive analysis and assessment of student support system programs that establishes goals and measures outcomes.	2d. Analyze value-added of admission and enrollment systems in relationship to current and emerging student needs, establish standards and identify improvement strategies.	
3. Establish a quality and standards based Performance Architecture System that produces a High Performance Enterprise.	3a. Identify requirements, specifications and strategies to institute a comprehensive knowledge management system including technical systems and tools, organizational structures, staffing requirements, cost and ROI associated with system development.	3b. Establish a matrixed, CQI planning system that includes Product Key Performance Indicators, and Process Performance Measures, the ability to monitor and analyze performance and quality feedback structures.	3c. Produce a comprehensive market research and analysis system and an innovation incubator to inform product design, development and implementation.	3d. Establish planning system/project management roles and responsibilities, training opportunities, and skill and assessment system.	
4. Identify and implement strategies to support economic diversification at a local, state and regional level.	4a. Repurpose the College's current economic development activities as one, functionally integrated system to build and deliver products and services anticipating and meeting local, state, regional and national emerging economic needs.	4b. Identify baseline targets for economic development and workers in transition.			

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5. Produce a comprehensive system of strategy, processes and actors to leverage policy entities (e.g. DLEG, MCCA, MHEC, Brookings Institution) as advocates, supporters and drivers of Schoolcraft's agenda.	5a. Pursue BSN and Applied BA in Culinary Arts designation for Schoolcraft and provide advocacy for other community colleges as they seek similar or different BA status.	5b. Establish prioritized criteria and processes for selecting strategic stakeholder partners.	5c. Change state and federal accountability legislation from an IPEDS accounting model to one that reflects real productivity measures, real market behavior and real quality output.		
6. Develop a comprehensive system to analyze, select, acquire and operationalize technical and physical infrastructure that supports the strategic and operational needs of the enterprise.	6a. Align timelines and cycles of existing processes including renovations, facilities master plan, technology requests, project plans, equipment requests, etc.	6b. Analyze existing system (processes and tools) for standards, duplication of effort, efficiencies and quality structures.	6c. Establish goals, specifications, criteria, standards, processes and tools for new system.	6d. Design, implement and test prototype system.	6e. Establish and launch new system. Implement student email system.
7. Ensure the long-term viability of the College by establishing a total asset financial planning system that identifies and evaluates emerging patterns, creates and sustains a variety of forward thinking views, and applies insights to navigate change.	7a. Establish goals, criteria and processes to implement the business planning model including financial KPI's based on multiple measures in relationship to product development, sales and operations.	7b. Establish processes to determine investment targets and implement investment strategies essential to long-term sustainability.			
8. Produce comprehensive human resource management system to sustain and advance an enterprise-wide talent base.	8a. Produce processes, tools and strategies to qualify, secure and retain talent.	8b. Identify goals and strategies for contract negotiations and successfully negotiate multiple contracts for bargaining units in 2009.	8c. Identify specifications necessary to develop a comprehensive professional development/evaluation system.		