

**CQI Planning Matrix [2011-2012]**  
**FINAL DOCUMENT**  
**3/24/11**

<b>Functional Alignment</b>					
<b>2009-2012 Objectives</b>	<b>Product Design, Development &amp; Implementation Processes</b>	<b>Product &amp; Sales Performance</b>	<b>Planning &amp; Decision-Making</b>	<b>Operational Efficiencies</b>	<b>Infrastructure Development</b>
<b>Establish a comprehensive Core Product Design and Development System that produces relevant, competitive products.</b>	<p>Develop an implementation plan to adopt the web-based version of WIDS software.</p> <p>Produce a plan defining the Culinary Arts BA program.</p> <p>Implement the new product design and development system.</p> <p>Develop and implement a plan to improve developmental education as a tool for student success.</p>	<p>Implement a comprehensive assessment system to measure student outcomes at a program level.</p> <p>Obtain NLNAC candidate status for Nursing Career Ladder program.</p> <p>Benchmark student success performance metrics and targets and develop business strategies to improve them.</p>	<p>Establish a Partnership Opportunity Assessment system. (shared with Planning and Research)</p>	<p>Establish and implement process performance measures (PPM's) identified through Course Staffing Process Mapping System.</p>	
<b>Establish a comprehensive Strategic Enrollment Management System to prepare the College for a major shift in demographics and products.</b>		<p>Develop personalized Web pages for prospective new students that interface with the CRM system.</p> <p>Redesign/revamp multiple customer communication messages and sales tools.</p>	<p>Identify and implement strategies to improve counseling/advising.</p> <p>Align current financial aid awarding policies with new DOE program integrity rules.</p> <p>Create 2012-2015 SEM Plan.</p>	<p>Establish and implement process performance measures identified through Process Mapping System.</p> <p>Implement content management system for College Website. (shared with IS under umbrella "Redesign College Web Presence")</p> <p>Identify and implement strategies to deliver value-added student services to meet existing and emerging student expectations/needs.</p>	
<b>Establish a quality and standards based Performance Architecture System that produces a High Performance Enterprise.</b>		<p>Establish centralized system of research best practices and standards to be adopted and used enterprise-wide.</p> <p>Develop the framework for a comprehensive Knowledge Management strategy/system.</p>	<p>Provide a data framework for identifying financial and student success KPI's and tools to mine and review data.</p> <p>Build and utilize HR portion of the data warehouse. (shared with HR)</p> <p>Utilize AQIP Systems Portfolio to identify 2012-2015 Objectives and Action Projects.</p> <p>Establish a Partnership Opportunity Assessment System. (shared with Instruction)</p> <p>Develop and facilitate AQIP Quality Check-up Visit.</p>	<p>Establish the Process Mapping and Process Improvement System as a college-wide system improvement standard.</p>	

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Leverage government agencies, elected officials and other stakeholders to support, drive and advocate for policies and legislation supporting Schoolcraft's agenda.	Pursue legislative designation for BSN and Applied BA in Culinary arts.	Identify and implement strategies to influence legislative student success/performance measures to include value-added metrics beyond enrollment and graduation rates.	Identify and implement strategies to strengthen community college operational and financial governance with specific focus on ORP.		
<b>Provide and continuously improve the operational systems and technical and physical infrastructure supporting the strategic and operational needs of a High Performance Enterprise.</b>	Determine the College's Learning Management System and implementation strategies.	Redesign Bookstore Operation to increase revenue generation.  Redesign Auxiliary Gym as profit generating Fitness Center.  Pursue International Association of Conference Center accreditation for VisTaTech.	Redesign College Web Presence focusing on College Website, HR Portal, KM Portal, CRM.  Implement a coordinated system between Public Safety, Student Services and Instruction that anticipates and responds to a variety of safety issues.	Identify strategies to obtain highest value from physical assets (buildings, parking lots, energy efficiencies, etc.).  Ensure optimal readiness for migration to SQL.  Implement benefits module.  Implement document imaging systems.	Roll out Windows 7 Operating System to general campus, implementing new development and updating methodologies.
<b>Produce comprehensive human resource management system to sustain and advance an enterprise-wide talent base.</b>			Migrate competency-based analysis model to divisions beginning with the classified staff.  Develop standardized interview process.  Build and utilize HR portion of the data warehouse. (shared with Planning and Research)  Negotiate and secure labor contracts.	Implement benefits module.	
<b>Ensure 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.</b>		Develop a system to analyze financial performance of Core Product. (shared with Instruction)  Identify financial key performance indicators (KPI's).  Implement College's 50 <sup>th</sup> Anniversary Gala Event.  Implement Development's fund-raising plan.	Provide a process for analyzing and recommending investment strategies for the College and Business Operations.		