Muskegon Community College

Capture the Moment: 2010-2015 Strategic Plan
A goal without a plan is just a wish.
– Antoine de Saint-Exupery
Capture the Moment: 2010-2015 Strategic Plan

In today’s changing economic, cultural and technological landscapes, planning for the future is critical. The vision put forth in this Strategic Plan incorporates bold ideas with imagination tempered with the reality of today. As I enter my second year at Muskegon Community College, my goal of making MCC the best community college is supported by this plan.

The time is now for Muskegon Community College to position itself as “the first and best choice” for educational opportunities. Capturing this moment is strategically important for MCC to position itself as an integral part of the West Michigan community leadership.

This Strategic Plan outlines a clear path for MCC’s future growth and reinforces the need for all to Capture the Moment.

Dale K. Nesbary, Ph.D.
President
Muskegon Community College
**Participants**

Dale Nesbary, President
John Bartley, Co-Chair
Diana Osborn, Co-Chair
Committee Members:
Leona Adams, Administrative Secretary, Academic Affairs
Mike Alstrom, CIO Office of Information Technology, SunGard
Sally Birkam, Dean of Student Success & Campus Outreach
Janie Brooks, Vice President of Student Services
Kelley Conrad, Counseling Coordinator
Jordan Conrad, Muskegon Community College Student
Steve Cousins, Superintendent, Reeths-Puffer School District
Tina Dee, Director of Community Relations
Joe Doyle, Vice President of Administration
Steve Edwards, Administration, Reeths-Puffer School District
Ed Garner, Muskegon Chamber of Commerce
Tom Harryman, Instructor, Creative and Performing Arts Department
Aaron Hilliard, Director of Human Resources
Dorothy Lester, Board of Trustees, Chair
Marty McDermott, Director of Athletics
Anne Meilof, Director of Institutional Research & Grants
Michael Mieczkowski, Custodial
Jim Nesbitt, Independent Consultant/Trainer
Tom O’Brien, Director of Business/Industrial Service Center
Shawn Scott, MCC Student, Bay Window
Teresa Sturrus, Vice President of Academic Affairs
John VanWyck, Frontier Communications/Foundation for MCC Board
Andy Wible, Instructor, Creative & Performing Arts Department
Brenda J. Mitcheltree, Administrative Assistant, Administrative Services

**Subcommittees:**

Academic Programs and Policies
*Subcommittee Lead: Teresa Sturrus, Vice President for Academic Affairs*
Janice Alexander, Coordinator/Counselor
Dan Bialas, Instructor, Business Department Chair
Sherry Fairfield-Tagle, Instructor, Education Department Chair
Michael Johnson, Instructor, English/Communications Department
Jennifer Klingenberg, Instructor, English/Communications Department Chair
Darren Mattone, Instructor, Life Science Department
Charlyne Parker, Instructor Computer Information Systems
Denise Passage, Instructor, Computer Information Systems
Sandy Ring, Assistant Director of Student Life & Success
Dan Rypma, Instructor, Health/Physical Education/Recreation
Beth Smith, Instructor, Health/Physical Education/Recreation
Dave Stradel, Instructor, Business Department
Non-Academic Programs and Policies

**Subcommittee Lead: Marty McDermott, Director of Athletics**
Carol Briggs-Erickson, Coordinator for Library Services
Irene Church, Instructor, Business Department
Kelley Conrad, Counseling Coordinator
Darlene Dehudy, LITC
Lynda Ferry, College Success Center Paraprofessional
Erin Hoffman, Instructor, Creative & Performing Arts Department
William Jacobks, Instructor, Social Science Chair
George Maniates, Dean of Enrollment Services
Greg Marczak, Dean of Instruction and Assessment
Tobias Moleski, Instructor, Math/Physical Science Department
Colleen Morse, Athletic Department Secretary
Darlene Peklar, Student Services-Admissions Processor
Cathy Rusco, Instructor College Success Center Chair
Mary Tyler, Instructor, English/Communications Department

Community Relations

**Subcommittee lead: Sally Birkam, Dean of Student Success & Campus Outreach**
Dan Bialas, Instructor, Business Department Chair
Edward Breitenbach, Instructor, English/Communications Department
Harry Brown, Instructor, Creative and Performing Arts/Business
Pam Brown, Director of Nursing Program
Tina Dee, Director of Community Relations
Sherry Fairfield-Tagle, Instructor, Education Department Chair
Amy James, Business Services Manager
Bonnie Lipan, Instructor, Business Department
Renica Minott, Counselor
Katherine Tosa, Instructor, Social Science Department
Timothy Trainor, Instructor, Computer Information Systems

Infrastructure

**Subcommittee lead: Joe Doyle, VP of Administration and Tom Harryman, Instructor**
Ed Bailey, Volleyball Coach
Tim Norris, Instructor, Creative and Performing Arts Department
Jeff Stipes, Instructor, Industrial/Manufacturing Technology Department
John Truax, Instructor, Math/Physical Science Department
Theresa Vanveelen, Department Chair, Life Science Department
Sheila Wahamaki, Department Chair, Creative and Performing Arts
Rosemary Zink, Director of Finance
**The Process**

In October of 2009 the call went out to all interested staff to participate in the development of MCC’s next Strategic Plan. Beginning with an initial organizational meeting, Dr. Nesbary outlined the ground rules and current national, regional and local research results, issues and trends. A subcommittee structure was established giving each a series of charges to guide the planning process. A number of committee and subcommittee meetings were held, both on and off campus, over the following months. These meetings brought together MCC staff, Board of Trustee members and community stakeholders and focused on specific hopes, fears, strengths, priorities, trends, and competition.

The committees charge was to discuss, review, strategize and develop the plan priorities. As predicted by Dr. Nesbary at the opening organizational meeting, tough questions were addressed and honest discussions revealed opportunities. These discussions resulted in data, community input and ideas that were further refined into the five Strategic Plan Priorities and corresponding goals, all developed in support of the College’s Mission, Vision, Guiding Values, and Guiding Principles.

**Mission**

Muskegon Community College, an associate degree-granting institution of higher education, is a center for lifelong learning which provides persons the opportunity to attain their educational goals by offering programs that respond to individual, community and global needs. To fulfill its mission, MCC is committed to:

1. Prepare students for successful transfer to four-year colleges and universities, and enable students to pursue higher-level degree opportunities through our local partnerships with university programs.
2. Prepare students in critical thinking, communication and long-term learning skills for the changing challenges of the future.
3. Develop technical and vocational skills necessary to enter and/or advance in the technologically sophisticated workplace of the 21st century.
4. Provide for the assessment and/or improvement of learning skills and attitudes necessary for a successful educational experience.
5. Meet the unique educational, cultural, and societal needs in the community through special courses, seminars, and exhibits.
6. Respond in a rapid fashion to the ever-changing educational and training needs of local and regional business and industry.
7. Stimulate intellectual curiosity, promote humanitarian values and enhance the general educational experiences necessary for persons to function as effective citizens.
8. Create an atmosphere where diversity is acknowledged and encouraged.
9. Provide comprehensive student services that are conducive to student learning and satisfaction in all facets of the college experience and appropriate to an open door community college.
vision
Building our community’s gateway to opportunities... Creating the first and best choice for success.

Guiding Values
The Pursuit of Knowledge: A place where all staff and students share goals and work together to strengthen teaching and learning
Academic Freedom: A place where freedom of expression and civility are practiced, encouraged, and protected among all groups
Diversity: A place where every person is respected and where diversity is pursued
Quality: A place where staff accepts their obligations to each other and where service to others, internally and externally, is encouraged
Shared Governance: A place where the well-being of each individual is supported and where well-defined governance processes guide behavior for the good of the institution
Community Leadership: A place whose ideas and resources are shared with other members of the educational community – locally, regionally, nationally, and internationally
Professional Collegiality and/or Integrity: A place in which the institution’s rituals, affirming both tradition and change, are shared and where the accomplishments of its staff and students are recognized
Access: A place where we promote and embrace community partnerships with a variety of organizations, agencies and institutions

Guiding Principles
MCC programs and services are affordable and accessible
MCC programs and services are comprehensive in order to meet the diverse lifelong educational needs of the community
The College assets are a community investment, where accountability and responsibility are exercised in fiscal management and in maintaining those assets for future generations
The College assures quality, continuous improvement and relevancy through continuous assessment of all programs and services
The College supports students efforts to achieve the learning outcomes established
The College provides leadership in making Muskegon County a better place to live and work
AN ACCOUNTABLE AND TRANSPARENT PROCESS FOR GOING FORWARD

It is important to note that the plan outlined in this document is intended as an overview that summarizes our operational priorities. The true accomplishments will occur with the implementation of the measurable goals, strategies, and tactics. MCC is developing a stronger culture of accountability and implementing a continuous quality improvement plan model that will define measurable goals and metrics for each area of our mission. The progress of these measurements will be monitored by the President’s Cabinet and reported on a monthly basis.

Regular reporting to our stakeholders is an essential element in our strategic planning cycle. As a public institution, MCC has many constituents who have a legitimate interest and stake in its performance. First and foremost in this category is our students and their families who provide the majority of revenues and represent the core of our mission. Appropriations from the State of Michigan help make program development and expansion possible, so we are accountable to the broader public and elected officials as well. In addition, MCC is accountable to its generous donors, whose support helps improve programming and increases access to education.

In addition to mailing annual reports to our key stakeholders, quarterly “report cards” will be made available on our website each quarter. Community members will have the opportunity to view our progress and provide feedback on how well we are achieving our measurable goals. Updates will also be presented at each monthly meeting of the Board of Trustees, which are open to the public.

While measurements will provide us with an indication of our progress, we understand that continuous quality improvement plans are intended to be just that; continuous. The journey towards excellence is ongoing, without end or destination. Therefore, our strategic plan, and our progress, will be evaluated each month and adjusted as needed depending on evolving community needs and varying conditions. We are beginning a continuous cycle of assessment, planning, and evaluation. Our current plan represents a starting point from which we will begin the journey of capturing the moment and achieving the dream.
**Strategic Plan Priorities**

**Priority #1: Academic Foresight**
Anticipate, analyze and justify existing and new academic programs to the end goal of each program being viable, sustainable and financially feasible. Special emphasis on Liberal Arts and General Education, Distance Education, Health Care/Core Sciences, Fine Arts/Visual Arts, Continuing Education, and other unique programs.

**Goals:**
- Develop processes that encourage innovative thinking in program development.
- Evaluate and implement processes that strengthen academic success.
- Evaluate existing programs to determine sustainability and relevance for student and community needs.
- Evaluate, recommend and implement relevant course delivery systems that meet student and community needs.
- Promote lifelong learning through the development of unique and community driven offerings.

**Priority #2: Services to Students and Community**
Continue to identify, develop, and evaluate processes that promote student success and meet community needs and expectations.

**Goals:**
- Provide comprehensive career development services for a diverse student population.
- Continue to refine and enhance student recruitment using a variety of effective techniques.
- Continue to enhance student persistence and success practices.
- Provide programs and events that respond to community needs locally, regionally, nationally, and internationally.

**Priority #3: Physical Space and Infrastructure**
Plan, prioritize, evaluate and fund short- and long-term needs for on-campus building enhancements and off-campus, needs-driven expansion.

**Goals:**
- Optimize use of current space.
- Meet communication infrastructure needs for future developments.
- Utilize Facilities Audit for continued preventive maintenance.
- Incorporate an emphasis on sustainability and recycling efforts with all facility improvements.
**Priority #4: Resource Development**
Develop and sustain new and innovative funding streams, partnerships and collaborative efforts that will produce future financial stability.

**Goals:**
- Grow donor and alumni stewardship through increased fundraising efforts and enhanced marketing strategy.
- Research and pursue grant opportunities that will further MCC’s mission.
- Cultivate mutually beneficial relationships that promote financial opportunities and revenues.
- Evaluate and improve communication infrastructure.
- Develop multi-year budget planning.

**Priority #5: Human Resource Management**
Manage Human Resources to meet the evolving needs of the College.

**GOALS:**
- Enhance and streamline hiring, orientation, mentoring and evaluation processes for prospective and current staff.
- Continue to strive to be a “best employer” by integrating available technology, promoting diversity and improving customer service to all stakeholders.
- Continue to evaluate the organizational structure of the college.
- Evaluate and strengthen the staff development program.
- Evaluate and enhance communication concerning compliance with federal and state requirements.
MCC's Board of Trustees were unanimous in their support of going forward with the complete facility improvement plan that includes new construction for the three areas and upgrades to some of the existing facilities infrastructure. In light of the $35 million investment required, the trustees elected to implement the plan in phases, with the science addition slated for phase I, health education for phase II, and new facilities for creative and performing arts in phase III.

These additions will help meet the growing enrollment, which has increased 20.51% over the past nine years. In addition, the focus areas will help meet community needs related to gaps in science education, increased emphasis on health, and additional arts programming to enhance community engagement. Feasibility studies for this project will be conducted in 2011, which will allow project timelines to be completed by early 2012.
**Implementation and Evaluation Team**

Implementation, evaluation, and reporting of the College’s Strategic Plan is managed by the President’s Cabinet. For more information, please contact any of the following members.

Dr. Dale K. Nesbary, President  
(231) 777-0311  
president@muskegoncc.edu

Teresa A. Sturrus, Vice President for Academic Affairs  
Academic Affairs Division  
(231) 777-0251  
teresa.sturrus@muskegoncc.edu

Rosemary Zink, Vice President of Administrative Services  
Administrative Services Division  
(231) 777-0314  
rosemary.zink@muskegoncc.edu

Ronald Bush, Executive Director of Human Resources  
Office of Human Resources  
(231) 777-0546  
ronald.bush@muskegoncc.edu

Tina Dee, Director of Community Relations/Foundation Director  
Office of Community Relations  
(231) 777-0660  
tina.dee@muskegoncc.edu

Anne Meilof, Director of Institutional Research and Development  
Office of Institutional Research and Development  
(231) 777-0332  
anne.meilof@muskegoncc.edu

Marty McDermott, Director of Athletics  
Jayhawk Athletics  
(231) 777-0462  
marty.mcDermott@muskegoncc.edu

Michael Alstrom, Chief Information Officer  
SunGard Higher Education  
(231) 777-0306  
mike.alstrom@muskegoncc.edu