

Sample Template for Timeline of Strategic Plan Objectives / Action Steps

Student Access and Success	Academic Year 2019-2020	Academic Year 2020-2021	Academic Year 2021-2022
SAS Goal 1: Reduce barriers to access and to students achieving their educational plan goals in a timely manner; create a welcoming atmosphere with increased human contact.	Sample Timeline		
Strategic Plan Objective SAS1.1: Increase the hours and usability of Student Services, including evenings and weekends.			
Action Step 1.1: Establish a clear “front door” for new and returning students with clear signage, and a friendly Welcome Center with drop-in help with CCCApply, financial aid, and registration.			
Action Step 1.2: Increase the presence of peer student-to-student interactions to enhance access and services support.			
Action Step 1.3: Implement a solution/s that provides evening and weekend students increased access to student services.			
Action Step 1.4: Improve the usability of online resources including CCCApply, MyCOM portal, and the COM website, especially for student groups who are less familiar with computers and technology.			
Strategic Plan Objective SAS1.2: Provide necessary information so that students can make informed math and English placement choices, in collaboration with work group for Instructional Programs Objective 6.1.			
Action Step 2.1: Develop guided self placement options for students that are easily accessible on the COM website, MyCOM portal, and online orientation.			
Action Step 2.2: Incorporate face-to-face options for guided self-placement information.			
Action Step 2.3: Develop a method to assess the effectiveness of the self-placement options.			
Strategic Plan Objective SAS1.3: Improve the evaluation process that provides students with degree-applicable transfer units.			
Action Step 3.1: Improve the incoming transfer evaluation process.			
Action Step 3.2: Implement course equivalency in the student information system (Banner).			