

## **Continuing Education & Training Services First Year Vision Goals Summary**

### **Research Professional Development Plans and Goals**

A matrix has been completed of skills needed for each of the Division's job classifications. This has been reviewed by A-team and the goals committee will review. A template is being developed for use at semi and annual reviews to develop and track team member's professional development. Budget recommendations for professional development investment will be made to the A-team in April/May along with a recommendation for plan development. Goal is on target.

### **Write Application for IRPE Process**

In August of 2005 Continuing Education and Training Services submitted a Tier 2 application for the Iowa Quality Center's Iowa Recognition for Performance Excellence Process [the state equivalent of the Malcolm Baldrige award process]. Submission of a Tier 3 application is planned for the summer of 2007 with a site visit by a team of examiners in early fall of 2007.

In March of 2006 members of Kirkwood's Continuing Education and Training Services along with President Mick Starceвич attended the Iowa Quality Center's IRPE awards dinner and recognition ceremony in West Des Moines. Kirkwood's Continuing Education and Training Services was recognized for its 2005 Tier 2 application.

### **Enhance Intranet to Add Dynamic Capacity**

A staff survey was conducted in July that indicated areas of need and enhancement for the Continuing Education internal website. Survey results indicated a need for staff to have access to Colleague/Data procedures, departmental and college calendars, organizational maps and updated staff responsibilities. Each of the survey recommendations was added to the CE intranet by January, 2006. Safari web-delivered reports were also added to the website for staff to view class lists, access instructor payroll forms and class mailing labels. Ongoing coordination with Kirkwood's IT department will allow more reports to be available as they are created. Future reports will include; financial, enrollment, registration and cancellation reports. An evaluation of the usefulness of the new intranet features will be conducted with all staff in June at their yearly evaluation.

### **Improve Organizational Effectiveness by Adopting LERN Organizational Model**

We have successfully adopted the LERN organizational model this year. Members of our team are now assigned to an operations team or a program development team. Full implementation of new roles will be completed in the fall of 2006.

### **Develop and Execute Strategic Marketing Plan**

Our overall catalog distribution strategy continued to successfully evolve throughout FY06 as we fine tuned our mailing lists, targeted additional carrier routes for saturation and incorporated a second cover for follow-up mailings to best customers. New catalog cover designs have also helped strengthen our positioning to the Generation X market. The current CE Web site was redesigned and reformatted to allow for online registrations via EagleNet/Colleague. Work continues to progress on aligning the CE Web site with the newly designed Kirkwood layout. Two primary strategic goals that will continue to garner focus in the coming fiscal year are the promotional tracking system and the incorporation of an open enrollment e-newsletter.

### **Implementation of New Program Growth**

Research was completed to determine Continuing Education programming direction for FY07. This research was reviewed with LERN. Two new program investment areas are identified: Iowa City Programming and Continuing Professional Education (CPE) Programming. Additional research for these areas commences, business plans will be developed in FY07. FY06 strategic goal is on target.