

2005-2006 Credit Centers' Strategic Planning

5 Year Strategic Goal: Build a culture of support for the disabled within our centers that is based upon broad knowledge, multiple services and the Kirkwood personal touch.

1st Year Strategic Goal: Organize the investigation of appropriate service to the disabled in our centers.

Key Performance Indicators: 1, 2, 4, 6, 7

Action Steps	Action Leader	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06
Identify and list the present services and equipment available, by center.	Directors	X	X	X										
Measurables	1. The number of present services documented 2. The equipment available													
Determine community resources for the disabled, by center.	Directors				X	X	X							
Measurables	1. A handbook of community resources													
Determine college resources available for off-campus support.	Chuck, Tom, Amy				X	X	X							
Measurables	1. A handbook of college resources													
Conduct a survey to determine the level of support services provided to date.	Directors								X	X				
Measurables	1. The established baseline service rating													
Investigate our facility compliance to ADA standards.	Tom & Chuck										X			
Measurables	1. Inspection completed Needs documented													

Personnel: Action Leaders, Directors and all Centers' Staff

Success Indicators: See above measurables