



**SPARTANBURG**  
Community College  
RESEARCH & DEVELOPMENT

**2025 STRATEGIC PLAN**  
**PREPARING TO CHASE**  
**ELIMINATING BOUNDARIES**

Strategic Plan Progress Report: Q1

20

24

# STRATEGIC GOALS

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SCC identified 5 Strategic Goals with 51 corresponding Objectives in its 2022-2025 Strategic Plan, "Preparing to Chase."

1

## 01 - EMPOWER STUDENT SUCCESS

Empower student success by fostering a culture of student success that places students first, promotes our mission of accessibility and affordability, and produces well-prepared graduates to enter the local workforce or continue their education.

2

## 02 - PROVIDE HEALTHY FINANCIAL GROWTH

Provide healthy financial growth by developing strategic initiatives designed to grow financial resources including increasing student enrollment and retention, building workforce training opportunities, and exploring new economic advancement partnerships while strengthening current affiliations.

3

## 03 - STRENGTHEN CULTURE AND COMMUNITY

Strengthen culture and community by fostering a culture of communication, collaboration, and transparency between students, employees, and community stakeholders, and taking an active and deliberate approach to increasing community involvement and partnerships.

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## 04- DELIVER TRANSFORMATIVE EXPERIENCES

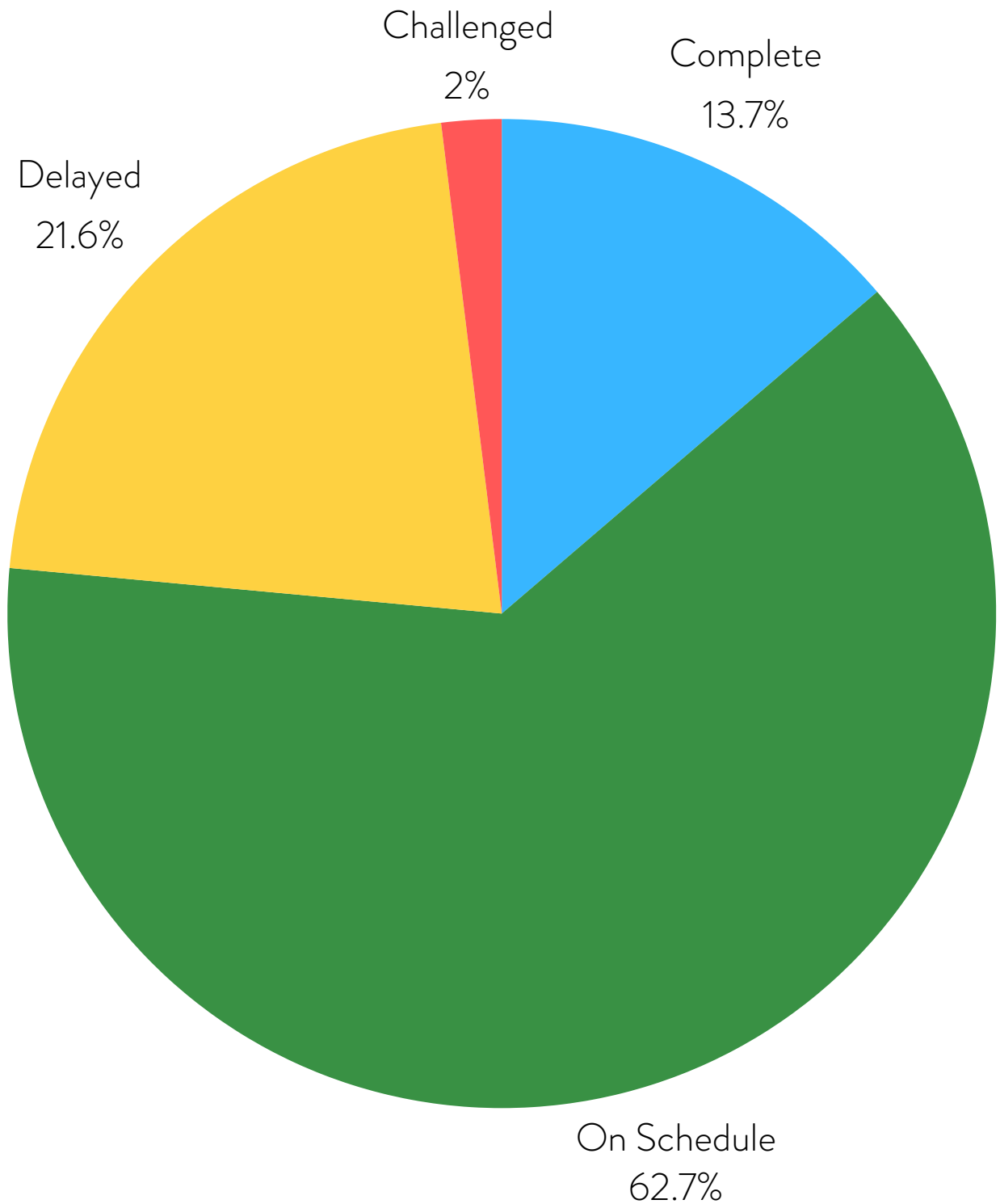
Deliver transformative experiences by cultivating innovation through best practices and striving to foster a highly engaged and effective institution of higher learning focused on continual improvement and outcomes.

5

## 05- OPTIMIZE ECONOMIC COMPETITIVENESS

Optimize economic competitiveness by collaboratively aligning with local businesses and economic development partners to ensure that SCC graduates have the skills required to secure high-quality, local jobs upon graduation and that our region remains economically competitive.

# SUMMARY



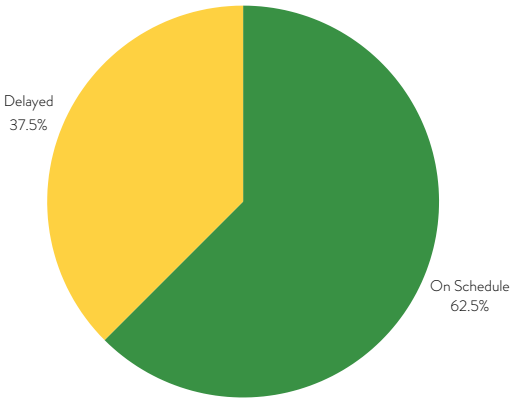
# NOTABLE SUCCESSES

- 4 Objectives completed this quarter:
  - 2C2: Provide a multi-faceted board training to cover the areas of fundraising, major gifts, marketing strategies, governance, and networking with business professionals and donor prospects.
  - 2E1: Develop a comprehensive and fresh marketing strategy that will provide deliberate student and programmatic campaigns, that are time bound, monitored and with developed metrics to evaluate performance based on prospective student outcomes.
  - 2F1: Create a formalized college wide process for Research and Development, led by the Research and Development division through partnership with Academic Affairs and the Curriculum Review Committee.
  - 4B2: Provide a plan by fall 2023 to address faculty advising and office hours scheduling. The plan should correlate with student availability and coincide with the College's year-round operational schedule.
- The Transitional Studies Department developed a plan for a Transitional Studies Program rebrand.
- A plan for a new soft skills/power skills program- Elevate Excellence- was developed.
- The Office of Student Success increased number of success coaches to support emerging populations.
- The Office of Student Success hired a full-time Director of Academic Advising.
- the Director of Academic Advising developed faculty advising training.
- The Director of Academic Advising created advising expectations procedure and process for accountability for 9 month and 9 month plus 3 faculty.
- The SCC Foundation Golf Tournament yielded donations from current and previous Spark Center alumni.

# CHALLENGES

- Procurement processes continue to cause difficulty in several areas including digitizing paper forms and expanding food service on campus.
- Soliciting feedback from former Spark Center clients to help inform Spark Center client engagement plan has been difficult.
- Establishing a NCJAA Athletics team on campus continues to be an elusive goal, however Student Engagement has utilized information gathered to implement other tactics that respond to student desires for athletic opportunities at SCC.

# STRATEGIC GOAL 1: EMPOWER STUDENT SUCCESS



Empower student success by fostering a culture of student success that places students first, promotes our mission of accessibility and affordability, and produces well-prepared graduates to enter the local workforce or continue their education.

OBJECTIVE	On Schedule	Delayed	Challenged
1A1: Developmental Courses	On Schedule		
1A2: First Year Experience		Delayed	
1B1: Course Evaluation Procedures		Delayed	
1C1: Student Support Awareness/Communication	On Schedule		
1C2: Student Support Faculty/Staff Training	On Schedule		
1C3: Student Support Enhancement	On Schedule		
1D1: Soft Skills Curriculum	On Schedule		
1E1: Culture of Access, Inclusion, and Support for All Students		Delayed	

## **Highlights:** Jan.- March 2024

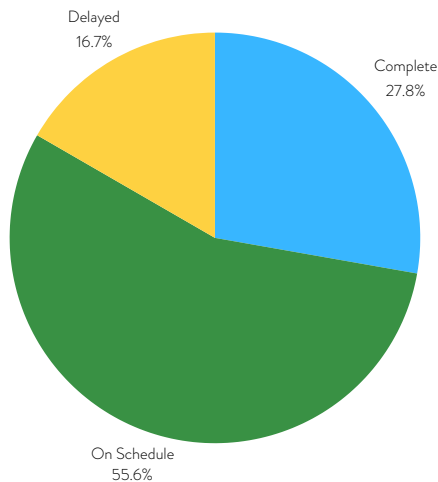
- Based on the results of the Transitional Student Survey, identified additional support and curricular needs and adjustments for students in transitional courses
- Documented and assessed current initiatives to streamline transitional studies courses and pathways to programs of interest
- Developed a plan for a Transitional Studies program rebrand
- Increased number of success coaches to support emerging populations
- Identified strategies to streamline disbursement of scholarship funds and define student populations which are not eligible for current financial sources of support
- Explored creating a scholarship fund to support students not eligible for other SCC funds
- Developed plan for new soft skills/power skills program- Elevate Excellence
- Implemented a Poverty Simulation to help faculty and staff understand the barriers experienced by students in poverty

## **What's Coming:** April- June 2024

- Establishing baselines, benchmarks , and goals for transitional courses
- Developing a Professional Development Working Group to tackle tactics across the plan related to professional development including faculty and staff training on student support services, accessibility, belonging, and more
- Developing a plan to increase the volume and variety of student-friendly spaces in conjunction with the Facilities Master Plan
- Implementing soft skills curriculum culture through Elevate Excellence

# STRATEGIC GOAL 2:

## PROVIDE HEALTHY FINANCIAL GROWTH



Provide healthy financial growth by developing strategic initiatives designed to grow financial resources including increasing student enrollment and retention, building workforce training opportunities, and exploring new economic advancement partnerships while strengthening current affiliations.

OBJECTIVE	On Schedule	Delayed	Challenged
2A1: Funding Resource Model Development	On Schedule		
2B1: Metric-Based Enrollment Management Division	On Schedule		
2B2: Course and Program Sizes & Enrollment Growth		Delayed	
2B3: Centralized Enrollment Process	Challenged	Challenged	Challenged
2B4: College-Wide Approach to Increasing Student Success	On Schedule		
2B5: Organizational Structure and FTE Evaluation		Delayed	
2C1: Major Gifts Campaign	On Schedule		

OBJECTIVE	On Schedule	Delayed	Challenged
2C2: SCC Foundation Board Training	On Schedule	Delayed	Challenged
2D1: Facility Master Plan	On Schedule	On Schedule	On Schedule
2D2: Academic Master Plan	On Schedule	Delayed	On Schedule
2D3: Strategic Enrollment Management Plan	On Schedule	On Schedule	On Schedule
2E1: Marketing Strategy	On Schedule	Delayed	Challenged
2F1: Research & Development Process	On Schedule	Delayed	Challenged
2F2: Academic Council	On Schedule	Delayed	Challenged
2F3: Academic Program Review Cycle	On Schedule	On Schedule	On Schedule
2F4: Program Alignment with Industry Needs	On Schedule	On Schedule	On Schedule
2G1: Pay for Performance	On Schedule	On Schedule	On Schedule
2G2: Culture of Achievement and Accountability	On Schedule	On Schedule	On Schedule



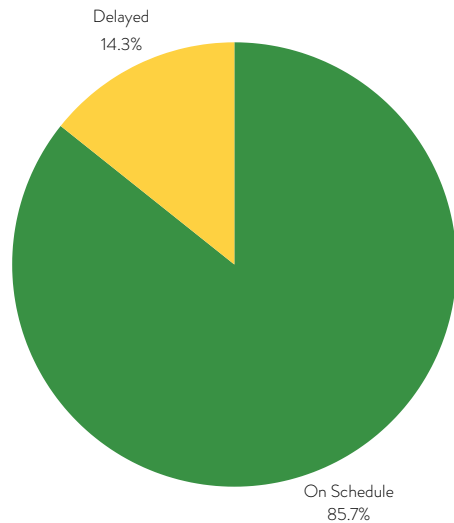
## **Highlights:** Jan.-March 2024

- COMPLETED Objective 2C2: Provide a multi-faceted board training to cover the areas of fundraising, major gifts, marketing strategies, governance, and networking with business professionals and donor prospects.
- COMPLETED Objective 2E1: Develop a comprehensive and fresh marketing strategy that will provide deliberate student and programmatic campaigns, that are time bound, monitored and with developed metrics to evaluate performance based on prospective student outcomes.
- COMPLETED Objective 2F1: Create a formalized college wide process for Research and Development, led by the Research and Development division through partnership with Academic Affairs and the Curriculum Review Committee.
- Completed SCC Foundation Major Gifts Campaign Steering Committee roster
- Defined Success Metrics for Academic Program Review

## **What's Coming:** April- June 2024

- Implementing a new CRM system
- Developing and communicating economic benefit analysis customized to each Spark Center client
- Launching comprehensive annual fund for SCC Foundation
- Completing Facility Master Plan

# STRATEGIC GOAL 3: STRENGTHEN CULTURE AND COMMUNITY



Strengthen culture and community by fostering a culture of communication, collaboration, and transparency between students, employees, and community stakeholders, and taking an active and deliberate approach to increasing community involvement and partnerships.

OBJECTIVE	On Schedule	Delayed	Challenged
3A1: System of Networks and Collaborations	On Schedule		
3A2: Streamlined Reporting Structures	On Schedule		
3B1: Empowering Leaders and Managers	On Schedule		
3B2: Professional Development for Leaders and Managers	On Schedule		
3C1: College-Wide Engagement Plan		Delayed	
3D1: Collaborative Outreach Strategy	On Schedule		
3E1: Collaboration and Support for External Campuses	On Schedule		



## **Highlights:** Jan. - March 2024

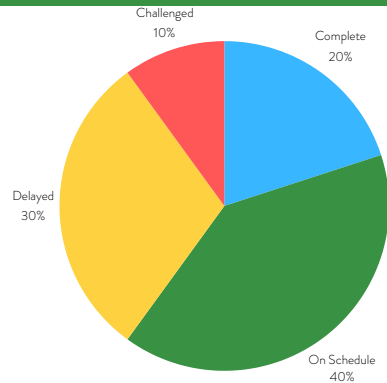
- Developed curriculum, calendar, application process, etc. for an annual SCC Leadership Academy
- Solicited input from key SCC groups regarding a system of networks and collaborations that foster communication, reduce duplication of effort, and lead to sharing of information and resources

## **What's Coming:** April - June 2024

- Establishing recurring meetings between Vanguard Team, Deans Council, and Academic Council to foster a system of communication and collaboration
- Creating working group of faculty, deans, and HR staff to define accountable behavior for EPMS/FPMS system
- Soliciting applications for first cohort of SCC Leadership Academy and selecting first cohort members
- Creating annual internal event planning process

# STRATEGIC GOAL 4:

## DELIVER TRANSFORMATIVE EXPERIENCES



Deliver transformative experiences by cultivating innovation through best practices and striving to foster a highly engaged and effective institution of higher learning focused on continual improvement and outcomes.

OBJECTIVE	On Schedule	Delayed	Challenged
4A1: Athletics			
4A2: Collaborative Programming for Student Engagement			
4A3: Food Services			
4B1: Faculty Advising Procedures			
4B2: Faculty Advising Hours			
4B3: Adequate Course Sections			
4C1: Ongoing Specialized Professional Development			
4D1: "Students First" Processes and Procedures			
4D2: Student Issues			
4E1: Electronic Processes			

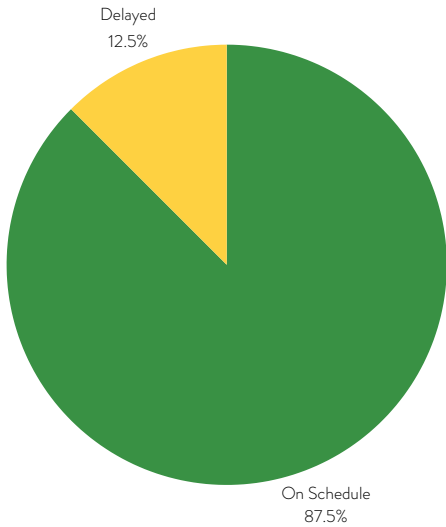
## **Highlights:** Jan. - March 2024

- COMPLETED Objective 4B2: Provide a plan by fall 2023 to address faculty advising and office hours scheduling. The plan should correlate with student availability and coincide with the College's year-round operational schedule.
- Hired a full-time Director of Academic Advising
- Established a work group to assess student facing departmental needs for academic advising
- Created ongoing meetings each semester that include enrollment management, student success, and academic advising to collaborate on formal academic advising protocol
- Developed faculty advising training
- Created advising expectations procedure and process for accountability for 9 month and 9 month plus 3 faculty
- Implemented and completed anonymous departmental survey to gather information on response times and customer service for student-facing departments

## **What's Coming:** April - June 2024

- Defining the role and expectations of faculty advisors and developing a philosophical approach to faculty advising to include who oversees and coordinates the faculty advising process
- Creating a plan/timetable for annual registration activities
- Defining professional development expectations for an academic year to include both internal and external opportunities
- Beginning implementation of a CRM software solution that serves as a communication tool across all student facing departments
- Implementing concern tracking software that emphasizes resolution in 24-48 hours
- Designating "Chaser Response Team" responsible for intervening if an issue isn't resolved within the specified time frame
- Training faculty and staff on processes for digital forms

# STRATEGIC GOAL 5: OPTIMIZE ECONOMIC COMPETITIVENESS



Optimize economic competitiveness by collaboratively aligning with local businesses and economic development partners to ensure that SCC graduates have the skills required to secure high-quality, local jobs upon graduation and that our region remains economically competitive.

OBJECTIVE	On Schedule	Delayed	Challenged
5A1: Academic & CCE Enrollment Unification			
5A2: Continuous Academic Pathway Assessment			
5B1: Faculty Pay Scale			
5B2: HR Policies and Procedures			
5C1: Client Relationship Management			
5C2: Economic Advancement Plan			
5D1: Spark Center Alumni Program			
5D2: Enterprise Campus Marketing			



## **Highlights:** Jan.-March 2024

- Reviewed positions to ensure correct classification and pay bands
- Made recommendations for compensation changes
- Recommended changes to current HR processes and procedures
- Continued CRM implementation
- Received donations from current and previous Spark Center alumni through SCC Foundation Golf Tournament

## **What's Coming:** April- June 2024

- Completing implementation of DocuSign and conducting employee training on software
- Hiring a Benefits Coordinator
- Integrating list of Spark Center clients into CRM system
- Developing and executing a plan to address assets for each campus and SCC's economic development partners