

DIVISION: President's Unit	FISCAL YEAR: 2009
Department 1: Human Resources Department 2: Department 3:	NECC Strategic Direction: 4 Achieving the Dream Goal: NECC Key Performance Indicator (KPI): 8
Note: there may be no "Department 1 or 2"	

Strategic Initiative	Indicator (the specific)	Baseline	Outcome Measure/Target	Results
Increase the diversity of NECC staff and faculty	Increase full-time minority employee population Improve the environment for minority employees	13.75% as of 5/31/08 Create new employee group orientation with Cabinet members in attendance Improve recruitment techniques Have at least 1 member on each search committee who has had NCBI training or who is a member of the Diversity Committee	15.00 % by 5/31/09 and 17% by 5/31/2010 Number of orientations completed All fringe benefitted employees received a through new employee orientation Percentage of search committees that had this type of representation Approximately 75%	14.20% as of 5/31/09

Strategic Directions: (1) Engage Students as Active Learners; (2) Be the First and Best Resource for the Community; (3) Support Leadership at Every Level; (4) Embrace Diversity; and (5) Strive for Educational Excellence.

Achieving the Dream Goals: (1) successfully complete developmental courses; (2) enroll in and successfully complete gatekeeper courses; (3) complete the credit hours they enroll in; (4) re-enroll from one semester to the next; and (5) earn certificates and degrees.

KPI's: 1 – Academic Performance in the Core areas of Reading, Writing & Mathematics, 2 – Degree & Certificate Completion, 3 – English Composition I Course Completion Rate, 4 – Math & Science Course Completion Rate, 5 – Overall Retention Rate, 6 – State of the Art Customer Friendly Administration Systems, 7 – Program Review & Development, 8 Diversity of Staff, 9 – Student Financial Aid and 10 – Student Satisfaction with College Services.

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Department 2:		Achieving the Dream Goal:	
Department 3:		NECC Key Performance Indicator (KPI): 10	
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Strategic Initiative	Indicator (the specific)	Baseline	Outcome Measure/Target	Results
Communicate needed workplace information to improve employee efficiency and performance	Continue to improve the "new employee" experience	Expand the newly created program	Run highly effective programs for all new employees (survey all participants upon completion)	Programs offered to all employees. Fall, 2009
	Continue to communicate & properly implement all collective bargaining agreements and personnel policies handbooks		Extent to which provisions were not implemented correctly	100% Implemented
	Continue to work with the Vice President of Academic Affairs office to complete conversion to electronic communications by May, 2008 related to the MCCC/MTA Division of Continuing Education contract		Completion of conversion	100% completed

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