Horry Georgetown Technical College
Student Information Center: WaveNet Central

Strategic Plan
FY 2015-16 through FY 2017-18

College Vision

Horry Georgetown Technical College will be recognized as a leader in workforce development, intellectual growth, and life improvement.

Student Information Center: WaveNet Central Vision

Horry Georgetown Technical College’s Student Information Center: WaveNet Central will meet the collegiate guidance needs of all individuals in an accessible, learning-centered environment while focused on creating a culture of technology excellence.

College Mission

The mission of Horry Georgetown Technical College is to provide accessible, affordable, high-quality, comprehensive two-year collegiate education and workforce development; to provide a student centered environment and inspire lifelong learning; to promote learning through teaching excellence; to promote community service and embrace diversity; to promote economic growth; and to embrace technological innovation in instruction and workplace applications.

Student Information Center: WaveNet Central Mission

The Student Information Center: WaveNet Central will support the mission of the College by providing quality enrollment services, collegiate guidance, and technology support services to allow users to experience a positive, streamlined college enrollment process and to increase technology and life-long learning skills.
Goals and Outcomes

Goal 1 – Promote Teaching and Learning
The Student Information Center: WNC will provide a learning environment and experience that encourages the development of knowledge, skills, behaviors and values for students.

Outcomes:
1.1 Evaluate, improve, and continually assess student registration, technology, and student learning services, both on and off campus.
1.2 Ensure that the Student Information Center remains a state of the art, learner-driven facility, offering technology equipment, accessibility, and software to meet student needs.
1.3 Support academic integrity and deter plagiarism through policy, services and education.

Goal 2 – Maximize Student Success
The Student Information Center: WNC will engage students actively with pertinent and quality student support services, including informational support and ongoing personal & technical skill development activities, to enhance student persistence, retention and overall success.

Outcomes:
2.1 Provide effective student support and auxiliary services, including Placement Test preparation services.
2.2 Teach students on the completion of enrollment process and how to utilize technology resources effectively to emphasis independent learning skills.
2.3 Assess student satisfaction with services received and technology skills gained.
2.4 Keep pace with evolving standards for access to quality online resources to create a virtual 24/7 student information and technology training resource center.

Goal 3 – Strengthen Processes and Services
The Student Information Center: WNC will continuously improve the quality, productivity, efficiency, and effectiveness of services and activities.

Outcomes:
3.1 Collaborate with faculty, staff and others to incorporate on campus and online registration services into effective educational experiences for students.
3.2 Promote high standards for hiring and developing quality employees.
3.3 Create ongoing marketing campaigns and initiatives that inform the college community of programs and services.
3.4 Collect, analyze, and report key data and metrics to improve services and increase student success and retention.

Goal 4 – Building Partnerships and Sustainable Organization
The Student Information Center: WNC will be responsible stewards of finances, resources, and physical spaces through sound planning, transparent reporting, and continuous professional staff development.

Outcomes:
4.1 Evaluate business and staffing needs to optimize efficiency and work-flow.
4.2 Maximize the Student Information Center: WNC budget to meet the emerging needs of the organization and users.
4.3 Support a staff that is diverse and enriched through professional development and training in today's dynamic academic environment.

Goal Mapping

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<th>SSTC Goal</th>
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<th>College Outcome(s)</th>
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