



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.

**Student Information Center:
WaveNet Central Strategic Plan
FY 2015-16
through
FY 2017-18**

 **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**

SSTC Goal	College Goal(s)	College Outcome(s)
1	1 & 4	1.1, 1.2, 1.3, 1.4 & 4.1
2	2	2.1, 2.2, 2.3 & 2.4
3	2, 3 & 4	2.3, 3.1, 3.3 & 4.3
4	1, 3 & 4	1.2, 3.2, 3.3, & 4.1