

Q1 What are MCC's STRENGTHS related to "Our"?(What are the things MCC already does well in its mission focused on MCC's employees and culture and what are the underlying factors that support those things?)

Answered: 6 Skipped: 2

#	RESPONSES	DATE
1	Our internal support and training for our employees is exemplary. We have open and frank discussions with respect for each other's opinions. Our leadership is always delivered positively and with hope, and follow-through is the norm. Our strengths are our people that go the extra mile and, even when stretched thin, keep a smile on their faces and service in their hearts. Another strength is our continuous drive to innovate and stay relevant for our area's businesses and employers through facilities, certifications and degrees.	11/12/2024 5:19 PM
2	Hospitable workplace program has helped many employees and has changed the culture of MCC and how we view work.	11/12/2024 3:22 PM
3	Hospitable work arrangements; remote work options; flexible scheduling; opportunities for engagement and socialization (e.g., receptions, kick off meals, swag/gifts, tree lighting, etc...); opportunities for input; collaboration; employee development opportunities	11/12/2024 3:07 PM
4	<ul style="list-style-type: none"> • Inclusion • Employee support/career growth • Staff council - voice and quality candidates • Benefits- including EAP • Professional development opportunities • Higher education pay - relatively competitive • Culture/we walk the talk/culture of trust to do our jobs • Agility • Open dialogue - comfortable sharing feedback • Opportunities to learn about updates on campus (Town hall, Wake-up, Division meetings) • Growth – encourage career progression • Extras - branded gifts, lunches, employee awards • MCC connects each position as it relates to mission. We matter! • Work together very well as a team 	10/28/2024 7:27 AM
5	<ul style="list-style-type: none"> • HR professional learning/employee development - x3 • Communication efforts: - x6 o eNews (automatic posts) o The Flush o Wake up with Talia o Town Halls o SA Division Meetings - increase o Have seen administration take feedback that have been implemented • Creativity and collaboration between departments and employees - dual credit orientation/NSO - faculty - x6 • CLEP testing • Approachable and Available Staff x4 • Employee benefits; vacations, hospitable workplace, FMLA, FSA, Summer Fridays- x 6 • Positive work environment/culture/mingling / Bagel Wednesday- x4 • Allowing you to do your job- take out micromanaging • Tools needed to do job • Finding the money to support departments • Talent share and the amount of volunteer help • Always looking to offer more programs, seeking new opportunities • MCC is careful to create a team of certain personalities – that people are excited about what they are doing – enthusiasm is important • Welcome packets • Willingness to help on the fly • Employees have been flexible through the pandemic, software, changes in policies and procedures • How to assist students and assess their current needs, provide resources, has improved -x6 • Trust amongst departments • MCC does a good job with diversity. I think they've made an intentional effort to hire, try to reach all demographics of people 	10/8/2024 1:39 PM
6	-Student-Focused -Collaborative -Fiscally Responsible -Innovations- CATI, POS, University Center, Co-Curricular, Dual Credit (NSO and Advisors) -Agile -Resourceful- Seeking out grants and newer tech -Responsive to community and workforce needs- Kids in College, Dual Credit, Adult Ed, Amazon Courses -Strong industry partners and relationships (area high schools, hospitals, clinical sites) -Affordability -Co-Reqs, HIPs -Strong academic leadership team - Strong faculty -Contributes to the cultural life of the community	9/17/2024 12:45 PM

Q2 What are MCC's OPPORTUNITIES and ASPIRATIONS related to "Our"?(What are the things MCC could capitalize on in the future that could have positive outcomes on its mission focused on its employees and culture? What would you love for MCC to achieve over the next five years related to its mission focused on its employees and culture? What are your dreams for MCC's workforce and culture?)

Answered: 6 Skipped: 2

#	RESPONSES	DATE
1	I would like to see more diversity in new hires - especially to have a faculty that better reflects area demographics. Continue to promote equity across all areas of the college and continue the drive to make it the normal operating procedure at all levels.	11/12/2024 5:19 PM
2	Continue to offer flexible options for employees to get their work done and serve students.	11/12/2024 3:22 PM
3	achieve pay equity and offer competitive salary and benefits to attract and retain talent; develop opportunities for internal promotion/advancement; identify ways to reduce workload on overburdened positions; build capacity through process improvement and innovation (AI?); better process documentation and transition planning; more cohesive annual strategies/focus rather than disparate projects/initiatives	11/12/2024 3:07 PM
4	<ul style="list-style-type: none"> • Non-English speaking students, have more educational resources to obtain education • Increase pay • Professional development • School spirit • Improve the hiring process: <ul style="list-style-type: none"> o Expedite it o Better communication • Return on investments • New employee training/On the job training/classes in programs such as Colleague and Ad Astra • Involving each other in events • Satellite employees - more inclusion • Committees for process improvement (similar to former AQIP model) that includes faculty, staff, administrators that you may not know/help learn more about other roles and build relationships • Employee retention • Employee training on systems such as answering phone calls and transferring calls 	10/28/2024 7:27 AM
5	<ul style="list-style-type: none"> • Professional Development /Training for employees/NSO for us x4 o It should not be up to colleagues to train colleagues o Budget o Colleague o Microsoft suite o Softdocs o Webi • Learning opportunities– what is available, highlights o LinkedIn o Experiential learning opportunities o MCC instructor-led courses that provide credit toward salary bonus. Faculty do this x2 o Career Track building x4 • Need to know more about academic departments and student affairs, faculty (cross-collaboration, cross-training) x4 o Department/courses overview o Practical and not theoretical o Share sell sheets more • Hospitable work environment o Shorten meetings to 25 and 50 minutes o No meetings over the lunch hour/ensure employees get a lunch o Flexibility with scheduling • Need a reminder about the eNews – x3 o Repository of the older posts • Bring back birthday potlucks – soup was a fun one • Parking garage, parking in general • Landscaping, more plants and greenery • Recreational space • Area for breaks, lounges • Master list of what's going on- daily (monitors), weekly, monthly x3 • Engage more with students in departments like Student Accounts • Community support • Take a look at our own processes and improve them; timelines, have someone else look at it to ensure it works for us • Understanding what all employees are going through (Student Affairs and Academic Affairs) • Feedback from students – what are they learning in MCC101? x2 • Alumni Relations Position – building alumni relations; alumni perks • Would like to see vacant positions filled faster than they are • Would like to see a common calendar where everything is posted x2 • All offices should be seen as “Student Facing” not only the Student Resource Center • Clear communication, and walk them down • Who's willing to be a contact • Language learning opportunities – ESL • Streamline next steps • Learning about them before they come here to anticipate their needs • Better idea of how to on-board the student per each department • Interdepartmental connection is just starting, more opportunities for this to happen and grow x3 • DEBI, growth in this area and continued knowledge building • Continuing to be open minded • Professional development • Lowered health insurance costs • Increased remote work opportunities • Free professional development opportunities • Spanish language courses for 	10/8/2024 1:39 PM

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free, supporting our goal to becoming an HSI • Sign-language courses for free, supporting universal design and students with disabilities • Guest speakers for wider perspectives and motivation • Competitive salaries, invest in internal employees as much as new talent x4 • More than \$4000 a year to develop professionally or pursue higher education • Better onboarding and adequate training in teaching people systems like colleague etc.

6	-limited space (offices, classrooms, and supply closets); aspire to have a systematic approach to assignment -More work-based learning opportunities for all Pathways -Increase full-time faculty to sustain student learning -More improvements for Dual Credit and partnerships; identify how to strengthen -Keep demonstrating our educational value to the community and employers -Identifying bridges from Adult Ed to other Pathways in the college -Continuity of engagement in the P-20 systems -Broaden the engagement of the arts and performing arts with the community -Look for opportunities to shorten/accelerate the completion rate- Competency-based education -Make scheduled classes more flexible -Being alert and proactive with the balance of Dual Credit and HigherEd -Ensure career pathways are aligned (Dual Credit, AdultEd, and high schools) -Dual credit to onboard AAS ie. revamping Dual Degree at scale -Increase parent/community education on Pathway offerings -Explore career pathways starting as non-credit into credit	9/17/2024 12:45 PM
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Q3 What are MCC's STRENGTHS related to "Focus"? (What are the things MCC already does well in directing its daily energies and what are the underlying factors that support those things?)

Answered: 7 Skipped: 1

#	RESPONSES	DATE
1	We have such a great internal network of support for students that need assistance from tutoring to tuition.	11/12/2024 5:19 PM
2	We think outside of the box on how to serve students and allow employees to work with some flexibility.	11/12/2024 3:24 PM
3	focus is on serving our students, first and foremost; everyone understands and embraces the mission	11/12/2024 3:11 PM
4	<ul style="list-style-type: none"> • Heads down serving our community • Collaboration internally and externally • Creative solutions • Innovative • Anticipate student needs • Through supporting each other's events, helps strengthen knowledge of other programs • Focus on helping students, supporting specific needs • Creating a sense of belonging for students and employees • Scholarships and grants • Our focus is on the whole institution, no silos between credit and Career Spark, Talent Impact, and Community Enrichment programs • Executed CATI and Catalyst Campus projects • E-news 	10/28/2024 7:27 AM
5	<ul style="list-style-type: none"> • Employees are respectful of each other's schedules (sometimes) 	10/16/2024 10:59 AM
6	<ul style="list-style-type: none"> • Listen to the needs of the community o Hospitals, manufacturing o Needs and demand, shortage • Value for credit and non-credit AND for certificates and transfer programs • Chosen names in colleague • Center for teaching and learning for faculty • Navigate 360 to support students (especially first-generation students) • New committees: Collaborative programming and Student Engagement • Emerging HSI • Chat function / Teams / Quick responses x3 • Fuller staffs in many student affairs offices – don't feel guilty about taking vacations x2 • Hospitable workplace x2 • Wake up with Talia, town hall, the positive kudos x2 • Overall wellness is encouraged (step program) • Prioritizing flexibility • Students come first • Navigate360 – utilizing technology to get to students, data reporting • We focus very well on the student and their general wellbeing and their academic success • Drop of non-attendance benefits the students in the long run, and benefits the college • Meeting the students where they are at • New positions • Bring calmness to my work and to the student x2 • Being insightful about our projects • Thinking outside the "office" • Assuming the best of your students • Actively working in the community to support and grow programs / UC x3 	10/8/2024 1:40 PM
7	<ul style="list-style-type: none"> -High-impact practices -University Center- Offering BA in the community -Student transition support, retention efforts -Navigate 360- updating technology -Accessibility, different modes and modalities of instruction as well as length of classes -Wide variety of opportunities at the Center for Teaching and Learning -Engagement for ACUE -Faculty-led training -Shared decision-making with committees -Learning Communities- Two-fers 	9/17/2024 12:46 PM

Q4 What are MCC's OPPORTUNITIES and ASPIRATIONS related to "Focus"?(What are the things MCC could capitalize on in the future that could have positive outcomes on where we direct our daily energies? What would you love for MCC to achieve over the next five years related to where we direct our daily energies? What are your dreams for MCC's focus?)

Answered: 7 Skipped: 1

#	RESPONSES	DATE
1	Bilingual courses and programming for CTE certificates etc. Entrepreneurial opportunities for area residents and small business through the three Innovation Centers. I would like to continue to develop fluid and integrative programming with area schools that provides concrete roadmaps for students within our county from K-14 and on to the University Center and into viable employment and careers. Bringing more degree options to the University Center and creating more partnerships to support hands-on internships, apprenticeships etc. should be a permanent goal.	11/12/2024 5:19 PM
2	Continue to serve students with new programs and offering different times and types of course offerings.	11/12/2024 3:24 PM
3	Make time and space for other important areas of focus (e.g., professional development, wellness, process improvement, documentation, etc...). We are so involved in our daily tasks, it is hard to set aside time for these other things. Capitalize on "shared time" since it is easier to focus when others are doing the same and you are not worried about missing something or someone needing something from you. The dream is to have a more comprehensive focus that still supports the mission but is more holistic for the good of the college.	11/12/2024 3:11 PM
4	<ul style="list-style-type: none"> • Tools and training to eliminate gray work. • Leverage best practices and process improvement. (Internal – business office/accounting, marketing) Staff training on these processes too • Student completion rates across all program areas • Increase scholarships for credit and Career Spark/Community Enrichment programs • Promoting mental health resources. For example, reducing the stigma, providing more resources, support groups • New marketing strategies and opportunities/Simplify our messaging • More use of Talent Impact programming for employee development • Stronger onboarding for new employees • Opportunities for employees to connect: <ul style="list-style-type: none"> o Retreats o All staff gatherings o Mentorship • Keep top of mind "we are the brand image of MCC" to community in our daily interactions • Remember daily that we are both a bridge to a 4-yr university degree to university and a path to career training (Credit certificates and AAS degrees, Career Spark programs) 	10/28/2024 7:27 AM
5	<ul style="list-style-type: none"> • Lack of patience and realistic timelines for getting responses from others • Employees need to utilize the resources and information available versus frequent calls/emails to employees to get their answer.. there needs to be some personal accountability to find the information • Lack of boundaries to get access to information (bathrooms, hallways, café) • There is so much work to be done with tight timelines – everything is a crisis to get tasks done fast • Project Priority/Project Management • Starting to say no to projects and/or providing/receiving realistic timeframes to allow for intentional, productive work • Meeting culture – unproductive meetings, needing an agenda, could be cut in half, could be emails. • Not adequate office spaces and conference rooms for departments to function best • Better delineation of which departments can do what, should do what • How can we incorporate Behaviors of Excellence and other guiding documents into our daily work. • Blind spots for respecting people's calendars, work styles, timelines, 	10/16/2024 10:59 AM
6	<ul style="list-style-type: none"> • Staff position to support students and staff with technology (Similar to Center for Teaching and Learning that faculty has access to) • DEBI <ul style="list-style-type: none"> o Recruiting o Supporting initiatives o Training • DEBI lens with decisions and team meetings • Systemized process/standards for student names that are hyphenated • Support for 1st gen students • Data collection, analysis, and 	10/8/2024 1:40 PM

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decision-making • Assessment of efforts (workshops, events, initiatives) • Continue to investigate how students engage (posters, emails, canvas, messages) • Balance of availability vs planned work – being available can be exhausting x6 • Reduce duplication of efforts – especially when it comes to events. • Brown bag lunches with different departments – what are common acronyms. Job shadowing? • Cross-training x2 • More remote work opportunities (2 days) • Lunch options (1 hour lunch) • AI-further utilize • Prioritizing flexibility • Utilize Teams more • Overbooking of meetings, following the 50 minute or 25 minute meeting protocol • Employee Development/Refreshment Day (Mental Health Day) o Ensure people take their breaks; more health & fitness options x2 • Classes in the evening for employees x2 o Now we can only take courses in the evening if they pertain to our jobs • New Employee – Opportunity to meet people • We could see more focus on financial success – the students' ability to pay x2 • Why do we allow students to register for all online classes, if they don't have access to resources – like a laptop o Or registering for all in person classes, and they don't have transportation • Create more small satellite locations to provide spaces around the community for student support, study spaces, etc. • More programs added to UC and educating partner schools about collaboration with MCC

7	-More improvement for Competency-based learning to meet industry standards -More space and staff for the Center for Teaching and Learning - Even as some areas of the institution grow, other areas can grow as well- not focusing on just one area of improvement -Leverage the University Center to create more transfer programs and pathways -Expand Learning Communities to include more interdisciplinities -Evening support and services to grow night classes (Library, IT, Registration., etc...)	9/17/2024 12:46 PM
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Q5 What are MCC's STRENGTHS related to "Learning"? (What are the things MCC already does well in its mission focused on learning and what are the underlying factors that support those things?)

Answered: 7 Skipped: 1

#	RESPONSES	DATE
1	Our small class sizes.	11/12/2024 5:27 PM
2	We offer many programs and work to keep current in our pedagogy and facilities. State of the Art is a term often used with our labs.	11/12/2024 3:26 PM
3	Strong program development/modification processes; abundant data; dedicated faculty; strong academic structure and faculty involvement through Academic Council committees/projects; faculty professional development opportunities; strong support services and interventions for students; new early alert tools/processes	11/12/2024 3:17 PM
4	<ul style="list-style-type: none"> • Resources offered to students, such as tutoring, co-labs, hands-on spaces • Wide variety of class offerings, such as HVAC, twofer, dual credit - something for everyone • Innovation, collaboration, and future focus on removing barriers to learning • Learning for faculty and staff - new professional development opportunities • Newly added programming and classes offered • University Center is live! • Teaching employability skills such as interviewing, business etiquette and leadership • Student clubs • Instructional quality for credit, Career Spark, Talent Impact, and Community Enrichment programs 	10/28/2024 7:27 AM
5	<ul style="list-style-type: none"> • A variety of degree and certificate programs • Transfer programming and agreements • UC@MCC Partnership – woohooo! • Adult Education multiple locations • Dual Credit Expansion • Faculty are accessible and hopefully flexible • Co/Labs are a fantastic learning space • Academic Support Services are available and spaces robust (going through upgrade too) • Partnerships/Experiences with faculty and students outside of the classroom • Study Abroad • Variety of learning modalities offers flexibility for students 	10/16/2024 10:59 AM
6	<ul style="list-style-type: none"> • Academic workshops through Sage and Success Coaches x2 • AI workshop the library is offering x2 • Open Education Resources • Mode of tutoring: online and in person • Flexibility in class schedules (8 weeks, etc.) • Modes of instruction / hands on learning x4 • Navigate 360 – resource requests and get help; early alert x2 • Intentional hiring: learning specialists, success coaches, math specialist • Collaborative programming/ Cocurricular o Planetarium, fab lab, library, skyway, DEBI o Learning is not just what is in the classroom o Field trips • Dual credit – faculty connections and work across different areas • ICAPS – expand to different programs • So many different program types – credit and non-credit grade schemes • Stackable certificates – presented easily on the website • University Center is amazing x4 • CATI programs – HVAC, CNC, Fab Lab x3 • How to better plan for class demand in subjects like English, math, and sciences • Can we offer courses in another language – sciences in Spanish? • Automatic graduation – expand this with new programs/degrees • Bigger gym, athletic facilities • Expand apprenticeship and internship opportunities. Mentorship at the faculty level • Health career programs – sonography, radiologic technology x3 • Museum of Science and Industry partnership – bring families to campus o Auto-reply to emails • Co-curricular programming • Ensure that we have resources available; speak to students (e-books, technology) • Workshops offered to students; pathways to career workshop. • Something for everyone- diverse offerings (credit, non-credit, community, workforce) • Engaging the community-being part of the community - Liebman x3 • See a need/holes in offerings and add • Veterans-access to services to assist with learning • Adaptive Learning- Twofers, Learning Community- helps students to engage with each other • Collaborate across departments • Updating information for new programs and transfer opportunities • Staying on-campus • Professional Certifications for students – Professional organizations • Dual Credit • Many instructors pivoted quickly to teaching online courses – now most are offered in a variety of learning modalities x2 • Open access to education – anyone who wants to take classes, can • The campus feels very well rounded – there is something for everyone • Build in experience within the AS • Internships micro internships x2 • Co-reqs • Twofers/supertwofers • Engaged faculty • Sage • Student advocacy for their writing assignments • Research appointments are 	10/8/2024 1:41 PM

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on the rise • 3 librarians teaching 78 since the beginning of the semester • Student groups co-curriculars • Offer different modalities x3 • Academic services x4 o SAGE o 24/7 tutoring o ADS tutoring • Student success coaches • Honor accommodations for students o Welcoming to students with needs • Flexible faculty • 65 degrees and 90+ certificates • Catering the offered programs to the needs and demand of the students. • Faculty has done a very good job of connecting with the community, understanding what their needs are, going to employers, having those meetings, continuing the advisory boards, being able to stay current within the different fields • Faculty who are willing to go above and beyond for students when they are willing to put in the work.

7	-Center for Teaching and Learning- responsive and proactive, multitude of opportunities for professional development and incentives for faculty to grow -Great instructors -Multiple modes of tutoring- Online, in-person, TutorMe -Innovative ways to address developmental courses through corequisites and multiple placement measures -High-impact and relevant practices - Lab spaces (EMS, Nursing, etc...) -Collab spaces -Passionate instructors committed to lifelong learning -Faculty-sponsored leave programs	9/17/2024 12:47 PM
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Q6 What are MCC's OPPORTUNITIES and ASPIRATIONS related to "Learning"?(What are the things MCC could capitalize on in the future that could have positive outcomes on its mission focus on learning? What would you love for MCC to achieve over the next five years related to its mission focus on learning? What are your dreams for learning at MCC?)

Answered: 7 Skipped: 1

#	RESPONSES	DATE
1	Set the expectations for a full-time faculty member higher - better define what it means to be a fulltime faculty member in terms of working and advising students in specific content fields, increasing interactions between faculty and students in a mentor/mentee manner. Make sure Professional Development includes activities and participation in the faculty member's specific discipline, not just pedagogy and technology. Keep faculty current and updated in their fields which are changing at a faster rate than ever. Elevate expectations of fulltime faculty. Hire more adjuncts and keep fulltime faculty to a set number of contact hours a semester without providing them overloads - include the expectation that time outside of class should include time on campus to create an atmosphere for college students that is more conducive to learning and interacting....not the empty faculty offices that currently exist most days. Make the action of academia more apparent on our campus. Reduce the number of online load hours a fulltime faculty member can count towards their overall load. Make sure courses are evaluated for updates and not allowed to remain 'as is' for years. I would love to see students hang around on campus because they are seeing their teachers doing amazing things and they want to be a part of the action!	11/12/2024 5:27 PM
2	Continue to look for what is new and upcoming and offer courses, certificates and degrees in the latest areas of technology and labor.	11/12/2024 3:26 PM
3	More cohesive connection between curricular and co-curricular learning; improved learning outcome assessment processes; stronger understanding of impact of dual credit on student success; focus on improving student success in online/blended courses; increase student engagement outside the classroom; learn more about how to leverage AI for good	11/12/2024 3:17 PM
4	<ul style="list-style-type: none"> • Expanding on courses and careers offered through Foglia CATI • Continue outreach and program expansion at Catalyst Campus. Such as medical offerings TSS offered to companies • Community outreach never stops • Never stop learning • Encourage staff and faculty engagement with peers • AI addressing it. • Open to offering assistance to different kinds of learners such as hands on, hearing it, read to them, see it, do it • Reach out to high schools more and in different ways. • Promote more about scholarships. Such as a free class on teaching the dues of how to fill scholarship and grant forms. • ESL Credit. Career Spark classes • University Center add more universities and colleges • Opportunity for more eight week classes. And year round programs to enter careers quickly 	10/28/2024 7:27 AM
5	<ul style="list-style-type: none"> • Employee learning (More on OUR section) • Community Education Topics – variety • Responding to community requests for additional learning opportunities • Truly connecting the programs we offer to employee awareness of activities (community enrichment, talent impact) • Challenging for employees or students to attend programs on short notice • Enhancing communication campaigns 	10/16/2024 10:59 AM
6	<ul style="list-style-type: none"> · Need for more training on AI for employees and students x2 · Train students how to use their computers o Lab environment (where they can ask questions) § Students who are studying computers (computer programming) § Internships § Student employees § Full time staff person o More than just IT help desk § How to print x3 § Use canvas § Navigating basic functions (shortcuts, tab) § Microsoft (indenting, page numbers, headers, footers) § Saving and uploading § Online resources · Support open education resources (online books) · Supporting faculty to print for bookstore · Supporting to students to print for their own use · Clarity of roles and processes for employees to be able to talk about · Meet MCC for employees · Supporting student self-advocating · Service-learning opportunities, internship, apprenticeship x2 · Coffee 	10/8/2024 1:41 PM

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stations · Collaboration opportunities during events · Experiential learning; more support or faculty · Different class options and opportunities · Additional Job shadowing opportunities · Engaging community- making community aware of what we offer for learning · Community knowledge about what we do · Changing the stereotype about learning at a community college · Outside speakers and presenters x2 · Hospitality cart/stand for students to grab before class · Learning together (Academic Affairs – Faculty and Student Affairs) · Finding the right resources for each student · Courses x7 Help students understand if this course is suitable to take Specific programs receiving resources; structure of classes More support resources for struggling courses Reimagining how courses are structured Looking at what courses are truly needed at transferring to a 4 year institution A blend of offerings, more 8 week courses Conflicting course scheduling for degrees; students having to go outside of MCC to accomplish courses · Adding a residential option – students are homeless or close to homelessness, international students, athletics – at least for these students who need to · Get more adjuncts for some of our fields, and/or have more full time faculty – we tend to cancel many classes due to lack of instructors · Night classes – a full program isn't really available after traditional work hours · Students can really benefit from utilizing the CLEP tests – it could save them time · How do we better support adult students? Work with their availability and needs · Want more faculty engaged in student affairs · Better information on the outcomes of careers services, more ways to plug students in while they're here · Nav360-still learning- multiple cases for the same student · Work based learning for every pathway · Financial aid information to give out at the high school-how to college materials across offices · Getting students the information prior to coming to MCC · Opportunity to grow the offerings at the University Center · Connection and learning from our alumni · Outside speakers · Room for growth in terms of the flexibility of faculty · Dental program · Continued growth · CATI o Renewable energy as part of CATI · Continue asking and serving what the community is asking for · Don't remain in the past in terms of back-office processes o High tech on the front end o Apple and GPay · NSO has been mentioned 3 times below · MCC 101 to include "student planning" tool and perhaps find a way to get this information to students before NSO. Student planning" is an important tool and most new students struggle to use it. · Teaching soft skills in MCC101 or smaller, shorter sessions after NSO or even a bridge program after NSO to teach self-advocacy, using time-management tools etc. The #1 navigate360 support request was "needing help being successful in college" and these skills would help support those needs. · Rethinking NSO - maybe a cohort or class that moves along together and has several layers to it. Have students be a part of a bridge program or some opportunities to learn skills to support academic learning along with starting classes

7	-Grow tutoring and other academic support offerings -More faculty adopting high-impact and relevant practices -Grow language support -Lab spaces need a continuous evaluation of requirements- especially F building -Assessment on all levels- implementation of new GenEd goals and using results to implement change -Technology accessibility- utilizing and optimizing the use of technology (AI and other current/emerging technologies)	9/17/2024 12:47 PM
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Q7 What are MCC's STRENGTHS related to "Student"? (What are the things MCC already does well in its mission to support students and what are the underlying factors that support those things?)

Answered: 7 Skipped: 1

#	RESPONSES	DATE
1	We have many internal support systems from mental health, financial support and academic tutoring opportunities for students.	11/12/2024 5:32 PM
2	The process of registering for courses and financial aid are smooth	11/12/2024 3:27 PM
3	strong student support service offerings; attention to student needs; focus on empathy and understanding when serving students; emphasis on belonging and inclusion	11/12/2024 3:22 PM
4	<ul style="list-style-type: none"> • Resources: o Academic and student affairs o Clubs and organizations o Workforce Development • Quality of education and affordability • Student spaces • Sense of community • Instructor support - going above and beyond • Recognition of and implementation of student feedback - listening to community needs and wants • Committed to student success no matter what, guiding towards the end game of reaching their goals • Inclusion • Sage Learning Center • Career Services • Internships and apprenticeships • Removal of barriers • Communication • Tracks to success • Scholarships 	10/28/2024 7:28 AM
5	<ul style="list-style-type: none"> • Support services – addressing basic needs and life o Mental health, transportation, academic services, scholarships, food insecurity • What do we not do for students?! • Bridging community connections to workforce • Extending hours to reach students and meet them where they are. • We define students more broadly here and o Adult Ed, Community Education, Kids & College, • Keep growing programs to meet students academic needs to stay in the community • Dynamic • Student employment and internships • Career exploration 	10/16/2024 11:00 AM
6	<ul style="list-style-type: none"> • Tutoring –lots of opportunities to reach them o ADS tutors o Online, in person, TutorMe • Academic support---choices • Student-focused approached • Outside of academics—resources x2 o Pantry o Purple closet o Cafes cards/vouchers o Gas cards o Transportation • Mental health resources x2 o Crisis counselor on campus o Better Mynd –peer support o Together all—online counseling o 24/7 • Laptop loaner • Open until 6pm • Everything we do helps all students regardless of situation • Student Services hallway – centralized services o Building structure has all services in a line • Collaborating with community on program development • Growth of Access & Disability Services – more robust • Incorporated into mission statement – we live to the mission • Innovation, collaboration, kind, accessible • Collaboration spaces for students • Genuine support to students, genuine care to students • Answering the students calls to action, co-lab; • Hiring an additional counselor • Student outreach, connect, phone calls, communications, text messages, follow through; do what you say you are going to do. • Testing center new systems, convenient methods through Canvas. • Treat as individuals • Approachable • Recognize diversity in the student body (non-traditional, culture, etc.) • Open door policy • Advocacy and amount of services • Adaptive at fulfilling needs • Hearing student voice and opinions • Course offerings and program offerings • Navigate 360 – makes finding help more accessible, both for students and for faculty/ staff • Staff and faculty are comfortable with a warm hand-off – walking a student over to another office – culturally it is accepted and normal here – and encouraged • Providing FAFSA workshops and availability to come in any time, without having to make an appointment • Dual credit orientations to welcoming – feel part of the campus • There are a lot of activities for students – current students and prospective students • The building of the University Center is huge • Focus on removing barriers • New software • Accessibility • Wholistic care of the students • Food pantries • Transportation • Scholarships • All hands on deck • Program pages are very good • Support from the day they think they want to be a student until the day they start until they graduate for years ; Support in a way to allow students to grow to • Collaboration with other departments - connecting students to the right people & warm transfers • We don't have typical college students, our students are from all ages, demographics and backgrounds. MCC does a nice job of recognizing that and being able to support whatever they may need and getting them to the right person to support whatever their need might be based on unique 	10/8/2024 1:42 PM

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circumstance. Resources x9 · MCC is competitive as far as the programs that are being offered within the community based on demand and against other programs offered at other schools. University center allows students to get a bachelor's degree. x2 · Updated facilities and buildings

7	<p>-Variety of transferable and industry-aligned programs -Collab -Student support: Tutoring, longer library hours, laptop loaners -Nonacademic student support- Transportation, Purple Closet, Purple Heart, food security, Student Success Fund, scholarship, ADS -DEBI has begun to be incorporated into the classroom -Navigate 360 and effort to increase access to support services -Student Success Coaches -Orientations for traditional students -Celebrate the diversity of the student population -Lunch and Learn -High satisfactory rating from students who used student support services (CCSSE) -Collaborative learning had higher satisfactory ratings (CCSSE) -Various opportunities for students to engage with co-curricular programming -Grant support- private, local, federal, and state level -Advising and orientation support for Dual Credit -PCCS and Dual Degree courses -Small class size allows for student-faculty engagement -High job placement rate for Fire Science and Nursing -Adult Ed has increased enrollment -Higher conversion rate for Dual Credit than other Illinois community colleges (38%) -In Arts and Humanities, students are competing at State -Support students in the transition from college to the workplace -Undecided Pathway workshops and initiatives -Selective in hiring of student-facing workers -Student worker opportunities -Childcare services are available -Strong Art engagement with the community</p>	9/17/2024 12:49 PM
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Q8 What are MCC's OPPORTUNITIES and ASPIRATIONS related to "Student"?(What are the things MCC could capitalize on in the future that could have positive outcomes on its mission to support students? What would you love for MCC to achieve over the next five years related to its mission of supporting students? What are your dreams for student support at MCC?)

Answered: 7 Skipped: 1

#	RESPONSES	DATE
1	I would like to see a single home page in Canvas with buttons that allow students to easily find all of the support areas available to them. Something that defines the function of each support service with a single word that makes finding their way around quick and easy. 360 is just a start. Too much comes at our students right now from too many sectors and non-standardized approaches. They cannot easily find phone numbers, emails or even understand what some departments do based on their name alone. Information delivery to students has gotten more complex through too many technological venues - the opposite of what technology is supposed to do for them.	11/12/2024 5:32 PM
2	We already offer large amounts of scholarships and funding options. We could improve on job placement and offering internships.	11/12/2024 3:27 PM
3	improving student communication strategies; better understanding the needs of emerging populations (HSI, non-traditional age students, etc...); learn more about the new generations of students and their expectations for learning;	11/12/2024 3:22 PM
4	<ul style="list-style-type: none"> • Develop new ways to receive feedback • Training for staff about available MCC student resources • Bagel Wednesday type events for students, communication! • Support for student organizations • More grants and scholarships for Career Spark, Talent Impact, and Community Enrichment programs • Employability/soft skills development for students • Faculty being more open to including Talent Impact or Community Enrichment learners in the credit classroom, openness to Credit for Prior Learning • Being committed to responding to students in a timely manner • Evaluating our Career Spark, Talent Impact, and Community Enrichment class evaluations and establishing goals for using the feedback • Mental health awareness and training 	10/28/2024 7:28 AM
5	<ul style="list-style-type: none"> • Training for how to understand our student body and best support them • Communication with students – texting versus email, using apps • Training for student employees –opportunities for more participation for them to learn about the College • Alumni – engaging with students to • Alumni – returning to work at MCC • Mentorship programs 	10/16/2024 11:00 AM
6	<ul style="list-style-type: none"> • Hours –students want evenings and weekend hours • Online chat feature • Cross training— knowing what other departments do • Non-credit orientation for students • Support adult learners • Canvas shells • Resources available x3 • Orientation for late enrollment • Explain the value of credit and non-credit at the same time • Focus more on trades and non CTE students • Bookstore not located within other services • Increase childcare offerings – times during the week, try to keep open during the summer x2 • Expand our childcare, longer hours, not available over the summer • Learning more about student identity development with • High schools send out information translated, but has to be sought out, not as accessible • How can multiple languages be incorporated? • How can we increase student responsiveness? • Student navigators during COVID that saw good results? • Calls to newly admitted students – see good results, incorporate on wider scale • Increased in employee pay • Student employee incentives • True lounge space, relaxing area; gaming options; no offense against co-lab, more of a recreational space. • More grant programs • Turnaround time on emails • Communication to students • Apps? Which ones? • IT/technical support on how to use systems • Texting capabilities for departments • How are we communicating with students who do not have access to technology • Students who attend in evenings- access to similar services (do they 	10/8/2024 1:42 PM

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feel separated or neglected) Equal access! · Streamline with faculty to help student outcomes · More student areas besides hallways; more private study areas (visible, easily accessible) · More dedicated space on campus to complete their school work · Better usage of computer labs · Acting on feedback from students x2 · Post graduate career training opportunities and alumni · Adult Education track to Credit Hour · Increase the offerings at the University Center · MSW program is only for advanced standing students – open it up to make it more accessible · Wish there were more ways to engage and entice students to become engaged · Offerings may not feel open to older students · We could use more money to support students during financial times of need – the numbers from COVID funding is no longer available x2 · More money for student assistance programs · Expand our child care, longer hours, not available over the summer · Expand cafeteria hours · Level of preparedness is low, more instructors to come library for a course · Promoting the library more · Faculty being front-line x2 · More collaboration with faculty to help learn about and promote programs · Faculty Adapting to different communication styles with students · Faculty interaction-how accommodations are utilized remove the silo · More feedback · Website key word search-confusing to navigate · More informational sessions for students in the different areas, tech, navigating our campus · More awareness when on-boarding · Wish we could be more equitable in reaching more diverse students · Different languages · Language Line across the college · Sharing of resources · Pocket Talk used for all · Find ways to inform students of all the support services available to them · Keeping up with evolving support services and changes so that everyone has correct information to support the students · Continue pushing Navigate 360 and revamp student resource page · Teaching students how to use Navigate and other student-centered tools within MCC101

7

-Utilizing DEBI -Need more orientation initiatives for non-traditional, late-start enrollment, and late registration students -Housing support/assistance for students- initiatives -Expanding childcare services and hours -Expand diversity in CATI programs -More open lab time outside of class (use faculty office hours) -Technology support/computer literacy- meeting offerings, 1:1 assistance, workshops, a staffed desk, AOT student volunteers -Need a designated space for Arts and Humanities students to showcase talent. Possibly a partnership within the community. -Athletic field upgrades -Transportation, especially for the evening. Stronger partnership with Pace or Uber? -More interdepartmental/divisional initiatives to support student learning -Expand music students' engagement with the community -Strengthen Student Life and academic partnership

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Q9 What are MCC's STRENGTHS related to "Success"? (What are the things MCC already does well to move the institution forward and what are the underlying factors that support those things?)

Answered: 8 Skipped: 0

#	RESPONSES	DATE
1	Our Foundation office is AMAZING and has gone so very far in removing financial barriers for area students!!!! Can't say enough about this. Also, our leadership has found support to keep our facilities state-of-the-art to support the ever-changing economic outlook and job market!	11/12/2024 5:36 PM
2	data informed; collaborative (inclusive of student, employee, and community voices); strong vision and focus on mission; leveraging opportunities as they arrive; communication from the president (town hall)	11/12/2024 3:30 PM
3	We are planning and growing as fast as we can with resources and staff. The STATE funding is an underlying factor and need in the community is another.	11/12/2024 3:28 PM
4	<ul style="list-style-type: none"> • Use of measurement/ability to compare • Faculty with industry/professional experience • Say-Do – We do what we say we will do: <ul style="list-style-type: none"> o CATI o Catalyst Campus/University Center • Community engagement - Local employers, support and productive relationships • Removing barriers – Scholarships (staff contribution)/financial aid • Focus on staff and students when investing in the future (8M equalization funds) • Growing partnerships: <ul style="list-style-type: none"> o MSI o MCEDC o Brazil Trade Delegation o GCEP o Strong Transitions o Manufacturing Pathways Consortium • Bridging learning to outcomes • Helping individuals to continue learning • Retention of satisfied students and learners • More efficient processes and commitment to barrier removal (as compared to our peer institutions) 	10/28/2024 7:45 AM
5	<ul style="list-style-type: none"> • Fiscally solid • New buildings and renovations • Increased student enrollment • Increased academic programs and strengthening the curriculum in those areas • Excellent grant funding • All-Gender Restrooms • New spaces for accessibility, diversity, equity, belonging, and inclusion • Community partners – very connected into the community • Fundraising efforts • Student Farm • Culinary Programs – Sweet Scots & Tartan Bistro 	10/16/2024 11:00 AM
6	<ul style="list-style-type: none"> • Outstanding benefits and leave policies • Tuition waivers • Educational and Professional Learning (EPL) • Telework – having a framework established and availability for many positions • Collaborative culture across the entire college • Positive MCC culture • Employee-centered decision making in most circumstances • Amount of free food available • Lots of celebration/recognition amongst departments • Bagel Day • Free yoga and wellness programs • Free Fitness Center and incentives • We have many resources available to employees • Time Off Vouchers 	10/15/2024 12:57 PM
7	<ul style="list-style-type: none"> • Catalyst Campus • Rebranding to have clear direction and be more inclusive • MSI partnership • Learning Center Renovation • Strategic positions: positions that are student centered • Community involvement (proactive) • Pride parade • Football games • Tables at events • Not dropping for non-payment • Dropping for non-attendance • Dual credit –dual credit orientation x2 • Student graduation, retention, persistence • Emotional success – mentorship opportunities for them to • Alumni hall – recognize success of past students • We have different types of students that have different goals and aspirations • Calling campaigns to follow-up, remind about planned classes, new student enrollment coach calls, applied but not registered, group advising sessions • Being able to serve approximately 10,000 students with current staff levels • Foundation office, great community partners. • New buildings, event space, CATI building • Navigate 360, build bridges between employees and faculty. • Providing community education for community members • Listen to departmental needs (expand areas, add necessary additions) • Laptop rental program • Vending machines with necessary supplies • Partnership with food bank and community partners • Free haircuts • School supplies/sustainability center • Funding x6 • Financial funding/affordability • Low tuition costs • Access to other opportunities for funding- The Foundation, the VA, workplace x3 • Overcoming financial burdens for students (Student Success Fund) x2 • Foundation and scholarships • University Center-knowing the next step, having the opportunity for the next step (Kailley did 	10/8/2024 1:43 PM

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not say this one 😊) • CATI, Liebman and certification programs- 21st Century skills • Building strength in our community- jobs, workforce development, stay here and work/live in the county x9 • Not about making money, about making the county a good place to live • Community needs drive our decisions • Improvements in the last 20 years • Students are first and foremost • Athletics is awesome; transferring students to 4 year schools • Study Abroad • MCC is used communally, many community meetings happen here – it's a part of the community • MCC has a sense of ownership or stewardship to an entire community (our entire district) - not just our “student” (like a university might) • Investing in the new buildings is a strength x2, and the new health programs – will be huge • Many people are valuing the AAS and Certificates • Our connection to our community • Technology to make our processes more efficient-streamlining processes • Eliminating software that no longer applies • Universal design • Updating the college • Connection to the local schools • Open houses • Library offering • Admitted student days • Dual-credit • Great culinary program that serves the community, staff, and faculty • Catering programs to demands of the community • Pursue and receive a lot of grants • MCC offers so many resources to students x2 • People even at higher levels seem approachable

8	-Supportive Learning Environment -Academic Advising -Career Services -Diverse Program Offerings -Financial Aid and Scholarships -Student Engagement -Tutoring and Academic Support -Strong Alumni Network -Online and Hybrid Programs	9/17/2024 12:57 PM
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Q10 What are MCC's OPPORTUNITIES and ASPIRATIONS related to "Success"? (What are the things MCC could capitalize on in the future that could have positive outcomes in moving it forward? What would you love for MCC to achieve over the next five years related to its efforts to move the institution forward? What are your dreams for MCC's success?)

Answered: 8 Skipped: 0

#	RESPONSES	DATE
1	More internships and apprenticeships within the county would be sweet! And, placing an advising role in the faculty contract would require faculty to stay current in the job scene for their field which would be conveyed to their students...win/win.	11/12/2024 5:36 PM
2	measuring and communicating the outcomes of initiatives better; better data collection/reporting at the strategy and goal levels to identify progress and celebrate success; be clear about what success looks like (targets, KPIs, etc...) and what we collectively are working toward	11/12/2024 3:30 PM
3	Build new public safety building and a field house for athletics.	11/12/2024 3:28 PM
4	<ul style="list-style-type: none"> • Making sure measurements are impactful • Data collection and how data is used • New ways to engage/communicate with the ever-evolving student • Scripts for front desk employees to answer questions about programs • Connect main campus with off site locations/satellite employees • Communication to community about Career Spark, Talent Impact, and Community Enrichment programs • Increase in CS, TI, and CE programs • Apprenticeship programs • More credit and Career Spark programs for ESL – more translation support/ICAPS model • Review advising process - more ability for one-on-one advising • Ensuring student success - students understanding what grades and success mean at MCC • Continual process improvement on how we work! • More opportunity for internships/collaboration with businesses 	10/28/2024 7:45 AM
5	<ul style="list-style-type: none"> • Lean employee count – departments are stretched. • Supporting students/employees – holistic support for our constituents 	10/16/2024 11:00 AM
6	<ul style="list-style-type: none"> • Telework - Desire to increase telework or broaden availability • Fitness Center – Need extended Hours • Professional Development Expansion • Professional Development Learning System • Career development and pathways/laddering • Mentoring • Job Shadowing/Experiential Opportunities for learning • Leadership Development • Manager Training • Communication • E-News: can you keep the historical submissions for reference • E-News: Reminders to check • More holistic calendar for scheduling purposes • Centralized event calendar for employees!! • Using calendars strategically. • Workforce Planning/Succession Planning • It is hard to find information on the Employee Portal • Increased search features in SharePoint • Project Management Training • Project Document System needs to be re-evaluated and utilized differently • Email distribution lists, Teams vs. Email • What is the preferred practice for using the various tools MCC has – what are operational tasks that we need to know the MCC way? • Onboarding training for all the resources offered at MCC (Help Desk, IT, etc...) • Extended and expanded onboarding • We have the resources: How do we promote, train, access, update, etc... • Need a Performance Management System 	10/15/2024 12:57 PM
7	<ul style="list-style-type: none"> o Transportation Shuttle service –promotion of these types of things/extending these services Public transportation—need bus line that supports our students Promotion at the train station o Athletics Promotion Athletic Resource Investment (Gym, Fitness Center, Coaches, New Equipment) Bigger and better sports programs o How do we help plan for next steps? o Alumni reception and communication How can we better track them after they leave MCC – not just in transfer Recognize alumni on programmatic level • Include in orientation packets Alumni Relations – not just for money o Housing Student housing International Student Housing Opportunity o Communication Being able to adapt – communication like texting Communication and marketing- how do we spread awareness to 	10/8/2024 1:43 PM

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the entire county about what we have- better/further outreach o Community Community Engagement Opportunities • We can do a better job at marketing opportunities to the entire community o We could do more for things like – concerts in the park, Our new event space could be an opportunity for more community-wide events More partnerships with community entities o Learnings for Employees and/or Students Focus on employee learning Free tuition, more vouchers, waivers and awareness of those- company vouchers, businesses send professionals to classes, etc. Increasing professional development opportunities Open session IT sessions Night help Virtual IT help IT trainings o K – 12 Outreach How do we leverage the high schools to get the information out about MCC programs and options? Lets continue to market opportunities to younger students K-8 • Payment plan for Lumens for non-credit • What are the trends outside of our institution or outside of higher education • Employee pay, employee retention • Need more office, storage, meeting space • HSI designation, grant programs • Streaming the classroom • Are we providing options to auto caption all Zooms, etc., all videos so we are open to • Open houses by 6 pathways, and other 6 pathways • Better translations • Appearance when drive by because outside does not reflect the greatness of the inside • Improve onboarding, add some shadowing for use of systems • Supporting needs of not just students but also their families, especially if we want to adequately support Hispanic students, their decisions and actions almost always involve family. Flyers and information in Spanish, supporting staff's learning Spanish to communicate with families even a little bit • Professional development office to start offering opportunities again for free learning

8	-Strengthening Industry Partnerships -Enhancing Career Services -Increasing Scholarship Funds -Expanding Mentorship Programs -Integrating Technology in Learning -Strengthening Transfer Pathways -Promoting Lifelong Learning -Fostering Inclusive Excellence -Developing Soft Skills Training -Achieving High Graduation Rates -Building a Comprehensive Student Support Network -Expanding Global Learning Opportunities -Enhancing Research Opportunities -Creating a Culture of Innovation -Increasing Community Engagement -Improving Facilities and Resources -Enhancing Personalized Learning	9/17/2024 12:57 PM
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