



# CNC 2016-2020 Strategic Plan

## – Promoting Student Success

### Strategic Priorities

**Student Success:** The College of New Caledonia will support and enhance the student experience to enable the engagement and success of our learners.

**Culture of Service:** The College of New Caledonia will provide quality service and an excellent experience for students, Aboriginal communities, employers, industry groups, employees, and all stakeholders engaging with CNC.

**Aboriginal Education:** The College of New Caledonia will work in collaboration with Aboriginal communities to incorporate Aboriginal cultures throughout CNC campuses and programing.

**Organizational Culture:** The College of New Caledonia recognizes that employees are the building blocks of a successful and thriving college, and will work to create a values-based organizational culture.

**Community Engagement:** The College of New Caledonia will engage with students, Aboriginal communities, employers, industry groups, employees, and others to ensure those connected to the college are engaged on and informed of changes, developments, and new directions.

Strategic Direction	#	Actions
1. Student Success	1.1	In collaboration with students, develop a definition of student success to inform college planning.
	1.2	Ensure quality, relevant, and responsive curriculum and programs.
	1.3	Increase available educational opportunities for students with creative educational programs and by reducing barriers to access.
	1.4	Increase access to quality educational opportunities through a variety of learning delivery methods, including in-person, online, blended, and the real-time, instructor-led Digital Delivery Instruction (DDI).
	1.5	Increase partnerships and agreements with community organizations and educational institutions to support student opportunities.
	1.6	Increase student access to international activities such as Study Abroad opportunities, international partnerships with foreign schools, and international project work to encourage the development of global citizens and to support intercultural competencies.
	1.7	Increase the number of articulation agreements with post-secondary institutions provincially, nationally and internationally to enhance transferability and expand student options for further education.
2. Culture of Service	2.1	Establish a standard of customer service that will be used across the college when interacting with students, colleagues, and external customers.
	2.2	Provide quality integrated, user-focused and efficient services aligned with student needs and enhance services to students by increasing online access.
	2.3	Ensure future renovations to college campuses maximize accessibility for all users to create inclusive, diverse, and welcoming campuses.
	2.4	Develop an internal process for receiving feedback to support continuous service improvements.
3. Aboriginal Education	3.1	Support Aboriginal students to participate, complete, and be successful in CNC courses and programs.
	3.2	Incorporate more Aboriginal culture, history, teachings, and knowledge in CNC courses, programs and on campus to enrich all student experience.
	3.3	In consultation with Aboriginal Advisory Committees and the Yinka Dene Council, develop an Aboriginal Strategic Plan to complement CNC's Strategic and Education Plans, and the Ministry of Advanced Education's Aboriginal Policy framework.
	3.4	Build relationships with and be accountable to Aboriginal communities for educational goals.
4. Organizational Culture	4.1	Encourage a culture of accountability and lead by example.
	4.2	Promote team building, employee engagement, and a workplace design that supports employee success.
	4.3	Acknowledge and celebrate the achievements of our employees.
	4.4	Increase employee satisfaction.
	4.5	Improve professional development opportunities.
	4.6	Develop and implement initiatives to enhance team and departmental effectiveness.
5. Community Engagement	5.1	Implement an effective communications and engagement plan to strengthen relationships with students, businesses, industry, school districts, Aboriginal communities, and community organizations.
	5.2	Expand community involvement by engaging a broader base of community members in college activities.
	5.3	Offer face-to-face meetings for students, employees, and citizens to create an opportunity for dialogue and two-way communication with CNC Executive.
	5.4	Increase awareness of the college within the region by developing an integrated communications approach, utilizing timely and creative channels.
	5.5	Build relationships with and be accountable to communities for educational goals.