Program Action Plan
Template

KCC Klamath Community College

Program: Registrar's Office	**Date**: 07-10-2020	**Submitted By**: M. Shabbir

Action Item 1	Add efficiencies through continuous process improvement, better organization, and automation.
Proposed Action	Create a Master Calendar for Department processes, analyze recurring issues for a long-term solution, and explore emerging technologies and best practices.
Responsible Party	Registrar
Success Criteria	Regular assessment of new processes, practices, and data to ensure the desired goals are being met.
Resources	Jenzabar, IS and IR departments, current tools, other colleges, and various reporting organizations.
Timeline	Master Calendar is close to completion, other action items will be continual work in progress.

Action Item 2	Improve staff development
Proposed Action	Design a clear professional development plan for each staff in the Registrar's office, identifying both short-term and long-term needs, with the goal to increase department efficiencies. Research other colleges our size for additional insights.
Responsible Party	Registrar
Success Criteria	Proactively identify training opportunities to include self-learning tools, webinars, and regional conferences.
Resources	All available KCC resources, Jenzabar, NSC, and various national associations.
Timeline	Development plans by end of Fall term 2020, research other college practices will be continual work in progress.

Action Item 3	Re-evaluate and change, if necessary, budget requests to targeted areas of needs.
Proposed Action	Analyze current resources, staffing, work volume, software, and equipment.
Responsible Party	Registrar
Success Criteria	Available analytics supporting the needs.
Resources	Department's usage metrics, IR reports, and IS Department.
Timeline	By end of Winter 2021.

Signatures:

M. Shabbir   07/10/2020

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_____
Department or Program Lead

[date: 7/10/20]

_____
Date

_____
Dean of Instruction (when applicable)

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Date

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Dean of CTE (when applicable)

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Date

[signature]

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Vice President or President

[date: 7-14-2020]

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Date

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