



2007-2010

OPERATIONAL PLAN DECEMBER 2006



Going Places.

Operational Plan Strategies and Actions

RRC's Strategic Plan has been specified into an Operational Plan identifying key measures, strategies and actions. The following pages provide the details.

VP, AR	Vice-President, Academic & Research	ITS	Information Technology Solutions	TAM	Transportation, Aviation & Manufacturing
VP, BD	Vice-President, Business Development	HRS	Human Resource Services	BSM	Building Systems & Maintenance
VP, FA	Vice-President, Finance & Administration	CR	College Relations	CS	Campus Services
VP, SSP	Vice-President, Student Services & Planning	AS	Applied Sciences	DPC	Design, Planning & Construction
AVP, FCS	Associate Vice-President, Facilities & Campus Services	AE	Aboriginal Education	SCADE	School of Continuing and Distance Education
ARC	Applied Research & Commercialization	BAA	Business & Applied Arts	CLIS	Corporate, Legal & Insurance Services
LI	Learning Innovation	IT	Industrial Technologies	SS	Student Services
RP	Research & Planning				

	OBJECTIVES/KEY MEASURES/STRATEGIES	ACTIONS	LEADERSHIP	PARTNER(S)	TIMELINES		
					2007-08	2008-09	2009-10
1.0	DELIVER HIGH QUALITY PROGRAMS AND SERVICES THAT FOCUS ON THE LEARNER.						
	<p>Key Measures:</p> <ul style="list-style-type: none"> Customers, business, government, labour and citizens consistently express high satisfaction with the quality of programs and services. Employers express high satisfaction with the preparedness of the graduates. Programs meet national standards of relevant accrediting bodies, professional and technical associations or inter-provincial curriculum committees and accreditation is maintained for all programs where an appropriate accrediting agency exists. Programs develop and maintain credit transfer and articulation arrangements with appropriate university programs. 						
	1.1 Integrate a set of college-wide learning outcomes (i.e. essential employability skills) into all programs, and develop all newly funded programs in learning outcomes format.	<ul style="list-style-type: none"> Where national or international standards exist, programs will evaluate their curricula to ensure alignment with these standards. 	All Deans		X	X	X
		<ul style="list-style-type: none"> Define learning outcomes for all new courses and programs. 	All Deans	Dean, LI	X	X	X
		<ul style="list-style-type: none"> Integrate college-wide learning outcomes (i.e. essential employability skills) into existing courses and programs. 	All Deans	Dean, LI	X	X	X

	OBJECTIVES/KEY MEASURES/STRATEGIES	ACTIONS	LEADERSHIP	PARTNER(S)	TIMELINES		
					2007-08	2008-09	2009-10
	1.2 Seek national or professional recognition and accreditation in all academic programs where appropriate standards exist.	<ul style="list-style-type: none"> Each program to undergo accreditation or re-accreditation to achieve/maintain national accreditation status. 	VP, AR All Deans	Dean, LI	X	X	X
	1.3 Ensure that curriculum is relevant and meets business, industry and community needs.	<ul style="list-style-type: none"> Apply DACUM procedures when developing all new full-time programming. 	All Deans	Dean, LI	X	X	X
		<ul style="list-style-type: none"> Implement a curriculum validation process, which reviews all curricula for relevancy on a regular basis. 	Dean, LI		X	X	
		<ul style="list-style-type: none"> Develop a systematic process for curriculum management, including learning outcomes, course outlines, course content and delivery process. 	Dean, LI		X	X	X
		<ul style="list-style-type: none"> Establish strategies to ensure curricula are inclusive of Aboriginal perspectives, values and world-views. 	Dean, AE		X	X	X
		<ul style="list-style-type: none"> Evaluate the implementation of a social responsibility and ethics component across the entire curriculum. 	VP, AR	All Deans	X	X	
	1.4 Adopt and integrate the philosophy, concepts and principles of continuous quality improvement into the College program and service delivery systems.	<ul style="list-style-type: none"> Develop a continuous improvement plan for the College. 	RP			X	X
		<ul style="list-style-type: none"> Create data collection, warehousing and reporting processes to ensure timely distribution of data and management information. 	RP	ITS	X	X	X
		<ul style="list-style-type: none"> Develop annual continuous improvement processes, which provide for input from key constituencies. 	RP		X	X	X

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					2007-08	2008-09	2009-10
		<ul style="list-style-type: none"> Develop program and service quality standards, measures and a process to benchmark & monitor achievement. 	RP		X	X	X
		<ul style="list-style-type: none"> Establish a quality management-training program that addresses quality improvement and customer service strategies college-wide. 	HRS	RP	X	X	X
		<ul style="list-style-type: none"> Develop and implement customer satisfaction programs throughout the College. 	VP, SSP	RP All Deans AVP, FCS	X	X	X
		<ul style="list-style-type: none"> Provide independent operational assessments. 	RP		X	X	X
	1.5 Enhance library and media services to increase program delivery support and student learning.	<ul style="list-style-type: none"> Develop a quality collection of information in all formats and, in an appropriate balance to meet the needs of faculty and students. 	Dean, LI		X	X	X
		<ul style="list-style-type: none"> Increase College access to information resources through networks, Internet and cooperative arrangements. 	Dean, LI		X	X	X
		<ul style="list-style-type: none"> Provide information literacy skills training both in class and on-line. 	Dean, LI			X	X
		<ul style="list-style-type: none"> Develop an open access Learning Commons at the Notre Dame Campus that includes a range of multi-media hardware and software. 	Dean, LI				X
		<ul style="list-style-type: none"> Increase college capacity for research by developing library resources in all formats. 	Dean, LI				
	1.6 Streamline programs and service delivery.	<ul style="list-style-type: none"> Develop strategic alliances with food service providers to facilitate the re-design of the Buffalo Cafeteria. 	AVP, FCS		X	X	X

	OBJECTIVES/KEY MEASURES/STRATEGIES	ACTIONS	LEADERSHIP	PARTNER(S)	TIMELINES		
					2007-08	2008-09	2009-10
		<ul style="list-style-type: none"> Conduct a series of workshops and information sessions for staff on the programs and services available through the various departments within Administrative Affairs. 	AVP, FCS	HRS CS BSM DPC	X	X	X
		<ul style="list-style-type: none"> Conduct surveys and focus group sessions to determine effectiveness of services provided. 	AVP, FCS	CS	X	X	X
	1.7 Develop capability to undertake applied research on a cost-recovery basis.	<ul style="list-style-type: none"> Seek eligibility status for RRC for the Canadian Institutes of Health Research and other major research funding agencies grants. 	ARC		X	X	
		<ul style="list-style-type: none"> Include applied research projects as part of academic programs where appropriate. 	All Deans	ARC	X	X	X
		<ul style="list-style-type: none"> Review research protocols annually and update as required. 	ARC	VP, AR	X	X	X
		<ul style="list-style-type: none"> Implement comprehensive research policies and procedures. 	ARC	RP	X	X	
		<ul style="list-style-type: none"> Seek joint applied research opportunities with other institutions. 	ARC	All Deans	X	X	X
		<ul style="list-style-type: none"> Seek opportunities for maximum utilization and further development of the Centre for Applied Research in Sustainable Infrastructure. 	ARC		X	X	
		<ul style="list-style-type: none"> Establish strategies to build internal applied research capacity. 	VP, AR	ARC	X	X	
		<ul style="list-style-type: none"> Seek Research grants to support the College's applied research agenda. 	ARC		X	X	X
		<ul style="list-style-type: none"> Establish and foster strategic alliances to support the growth of applied research. 	VP, AR	ARC	X	X	X

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					2007-08	2008-09	2009-10
		<ul style="list-style-type: none"> Develop strategies to manage intellectual property issues and to initiate technology transfer and commercialization. 	VP, AR	ARC		X	X
1.8	Enhance the College facilities to support friendly and efficient customer service.	<ul style="list-style-type: none"> Relocate all enrolment and student support services for student convenience and accessibility. 	AVP, FCS	Dean, SS DPC	X	X	X
		<ul style="list-style-type: none"> Pursue, in partnership with the Student's Association, the development of student common space. 	AVP, FCS	Dean, SS	X	X	
		<ul style="list-style-type: none"> Pursue the development of a long-term (15 years) Campuses Plan. 	DPC	RP	X		
		<ul style="list-style-type: none"> Pursue the development of increasing parking at the Notre Dame Campus. 	AVP, FCS		X	X	X
		<ul style="list-style-type: none"> Review signage at the Notre Dame Campus to improve ease of understanding and access. 	AVP, FCS	DPC	X	X	X
		<ul style="list-style-type: none"> Pursue the development of a strategy to support Regional Campus delivery expansion and integration in the community. 	VP, BD		X	X	
		<ul style="list-style-type: none"> Provide a physical environment conducive to student success at the Notre Dame Campus, such as multi-cultural centre, study, fitness areas and lounge space, tutoring areas. 	AVP, FCS	Dean, SS	X	X	X
		<ul style="list-style-type: none"> Develop strategies to upgrade and modernize facilities in J, M and B buildings. 	DPC	VP, AR AVP, FCS	X	X	X
		<ul style="list-style-type: none"> Review all direct client service areas of the College with a view to renovating these areas to make them more customer friendly and service efficient. 	AVP, FCS	Dean, LI Dean, SS	X	X	X

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1.9	Implement a comprehensive approach to ensure programs adapt to the global marketplace and workplace.	• Develop a strategy to grant applied degrees, including advocacy for the required legislative changes.	VP, AR		X	X	
		• Designate and develop one or more programs for applied degree status.	VP, AR	All Deans		X	X
		• Determine the market demand and need for applied degrees in specific programs.	All Deans		X	X	X
		• Provide leadership and support for the implementation of an inclusive learning environment to ensure students are able to work effectively in a global environment and a diverse workplace.	Dean, SS	All Deans	X	X	X
1.10	Implement and continuously review progress on the Academic Plan 2006 – 2020.	• Review and continually update RRC academic program expansion to reflect the foundation principles and goals of the Academic Plan.	VP, AR	All Deans	X	X	X
		• Develop a framework for implementation of the academic plan and articulation of measurable goals and actions.	VP, AR	All Deans	X		
1.11	Enhance the quality control of program delivery.	• Develop web based curriculum support service to assist faculty in developing and delivering courses and programs.	Dean, LI		X	X	
		• Develop an electronic inventory and repository for curriculum support in learning outcomes format including course outlines, lesson plans, instructional methodologies, etc.	Dean, LI	All Deans	X	X	X
		• Review and establish a revised student evaluation of instruction system (in an electronic format).	Dean, LI		X	X	
		• Revitalize teaching and learning support services (e.g. TLTC).	Dean, LI				

	OBJECTIVES/KEY MEASURES/STRATEGIES	ACTIONS	LEADERSHIP	PARTNER(S)	TIMELINES		
					2007-08	2008-09	2009-10
2.0	INCREASE STUDENT SUCCESS.						
	Key Measures:						
	<ul style="list-style-type: none"> Graduate employment is high. Level of enrolments, retention, persistence and graduation are high. 						
	2.1 Champion students to new levels of intellectual and personal achievement.	<ul style="list-style-type: none"> Implement strategies to assist students through a student academic advising system. 	Dean, SS		X	X	X
		<ul style="list-style-type: none"> Implement strategies to assist students through a faculty academic advising system. 	All Deans	Dean, SS	X	X	X
		<ul style="list-style-type: none"> Implement strategies to facilitate the transition to College life. 	Dean, SS	All Deans	X	X	X
		<ul style="list-style-type: none"> Assist in the reduction of financial barriers to college education. 	CR	Dean, SS	X	X	X
		<ul style="list-style-type: none"> Implement strategies to support students with a variety of personal, cultural, vocational and socio-economic challenges. 	Dean, SS	All Deans	X	X	X
		<ul style="list-style-type: none"> Develop and implement an intercollegiate athletics program. 	Dean, SS		X	X	X
		<ul style="list-style-type: none"> Establish systematic techniques to understand student needs, issues and priorities. 	Dean, SS	RP	X	X	X
		<ul style="list-style-type: none"> Establish a comprehensive Learning Assistance Centre. 	Dean, SS		X	X	X
	2.2 Develop and implement pre-enrolment activities.	<ul style="list-style-type: none"> Proactively work towards achieving a representative student population that reflects the diversity of the community served. 	Dean, SS		X	X	X
		<ul style="list-style-type: none"> Maintain strong links with high school counsellors, teachers and students. 	Dean, SS		X	X	X
		<ul style="list-style-type: none"> Implement services to assist prospective students in entry to the college. 	Dean, SS		X	X	X

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					2007-08	2008-09	2009-10
		<ul style="list-style-type: none"> Implement strategies to provide relevant and accessible information to parents on College education. 	Dean, SS		X	X	X
	2.3 Implement a corporate system that is client focused and provides necessary student information from the point of student inquiry through to alumni status.	<ul style="list-style-type: none"> Continue to implement the Student Module of Colleague, the purchased ERP system, maximizing the system's full potential for delivering web-enabled services, including e-commerce, to prospective students, current students, faculty and staff, improving processes and achieving best practices in service delivery. 	Dean, SS		X	X	X
	2.4 Develop and implement a comprehensive framework to increase student retention and success.	<ul style="list-style-type: none"> Develop longitudinal statistical reporting on student retention, persistence and attrition for each program. 	RP		X	X	X
<ul style="list-style-type: none"> Implement the Student Success Strategy articulated in the Academic Pan 2006 – 2020 as part of divisional plans. 		All Deans	Dean, SS	X	X	X	
<ul style="list-style-type: none"> Measure and report on student success and retention on an annual basis. 		RP		X	X	X	
<ul style="list-style-type: none"> Develop strategies to implement curricula that are reflective of the diverse and evolving needs of Aboriginal students and communities. 		Dean, AE	All Deans	X	X	X	
<ul style="list-style-type: none"> Develop strategies to undertake a diversity research program. 		RP	Dean, SS Dean, AE	X	X	X	
<ul style="list-style-type: none"> Measure and report on the progress of the diversity initiative. 		Dean, SS	RP	X	X	X	
<ul style="list-style-type: none"> Develop and implement strategies and activities that support diversity and create learning environments to increase student success. 		Dean, SS	All Deans	X	X	X	
<ul style="list-style-type: none"> Enhance learning support services. 		Dean, SS		X	X	X	
<ul style="list-style-type: none"> Enhance counselling services. 		Dean, SS		X	X	X	

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					2007-08	2008-09	2009-10
		<ul style="list-style-type: none"> Establish and implement language supports for ESL students in career-focused programs. Implement a system to assist students-at-risk through a pilot project to identify students-at-risk and interventions to address risk factors. 	Dean, SS	VP, BD	X	X	X
		<ul style="list-style-type: none"> Implement a system to assist students-at-risk through a pilot project to identify students-at-risk and interventions to address risk factors. 	Dean, SS	RP	X	X	X
	2.5 Provide employment service for students.	<ul style="list-style-type: none"> Work with business and industry to support recruitment and employment of college graduates. Support students and graduates in obtaining employment. 	Dean, SS		X	X	X
	2.6 Develop a comprehensive measurement system to evaluate overall student and graduate success.	<ul style="list-style-type: none"> Evaluate the survey of employers. Design and distribute in public form the Student Evaluation of Program results. Evaluate and revise as needed data mining strategies to integrate student application information, entering student survey data, and student and graduate data to increase knowledge for decision makers. Implement across the college the First Year Integration Tracking System. 	RP			X	
		<ul style="list-style-type: none"> Design and distribute in public form the Student Evaluation of Program results. 	RP	CR	X	X	X
		<ul style="list-style-type: none"> Evaluate and revise as needed data mining strategies to integrate student application information, entering student survey data, and student and graduate data to increase knowledge for decision makers. 	RP		X	X	X
		<ul style="list-style-type: none"> Implement across the college the First Year Integration Tracking System. 	RP			X	X
3.0	INCREASE PROGRAM OFFERINGS AND ENSURE THAT PROGRAMS AND THE MIX OF PROGRAMMING RESPONDS TO THE DIVERSE AND CHANGING NEEDS OF MANITOBANS AND THE WORKPLACE.						
	Key Measures:						
	<ul style="list-style-type: none"> The number of programs and number of students grow at Red River College. Applicants and students are satisfied with the range of programs available. Employers are satisfied that program offerings meet the needs of the workplace. Graduates experience success. 						
	3.1 Develop and deliver new programs to meet emerging labour market demand as outlined in the Growth Strategy.	<ul style="list-style-type: none"> Develop and implement methodologies to capture, document and transmit critical economic, technological and market trends. 	RP		X	X	

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					2007-08	2008-09	2009-10
		<ul style="list-style-type: none"> Acquire, analyse, document, and report on labour market trends influencing the college's strategic goals. 	RP		X	X	X
		<ul style="list-style-type: none"> Acquire, analyse, document and report on labour market developments influencing the college academic programs. 	All Deans	RP	X	X	X
		<ul style="list-style-type: none"> Evaluate and modify the enrolment simulation model as needed. 	RP		X	X	
		<ul style="list-style-type: none"> Develop programming for delivery in multiple modes and in the profit, cost-recovery and subsidized formats. 	All Deans	Dean, LI	X	X	X
		<ul style="list-style-type: none"> Develop collaborative programs with colleges, universities and other partners, locally, provincially, nationally and internationally. 	VP, AR	VP, BD	X	X	X
		<ul style="list-style-type: none"> Include strategies for using technology in the delivery of new programs. 	Dean, LI		X	X	X
		<ul style="list-style-type: none"> Develop accelerated and advanced program models to meet the needs of students with post-secondary or equivalent backgrounds. 	VP, AR	VP, BD	X	X	X
		<ul style="list-style-type: none"> Establish articulated programming initiatives with secondary schools. 	VP, AR		X	X	X
		<ul style="list-style-type: none"> Assess the facilities and resources of the College to determine program capacity. 	AVP, FCS	VP, AR	X	X	X
		<ul style="list-style-type: none"> Review program areas for on-line delivery as a complement to classroom, site-based delivery. 	All Deans	Dean, LI	X	X	X
		<ul style="list-style-type: none"> Enhance program development, instructional design and web/media supports to assist in new program/ course development for multi-mode delivery. 	Dean, LI		X	X	X

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					2007-08	2008-09	2009-10
		<ul style="list-style-type: none"> Assess programs for co-operative status and implement where appropriate and beneficial to students. 	All Deans	Dean, LI	X	X	X
3.2	Increase, reduce or eliminate career programs and apprenticeship to meet labour force requirements.	<ul style="list-style-type: none"> Strategically review career-programming requirements on an annual basis as part of the budget exercise. 	VP, AR	All Deans	X	X	X
		<ul style="list-style-type: none"> Adjust capacity to accommodate apprenticeships purchases. 	VP, AR	Dean, IT Dean, TAM	X	X	X
		<ul style="list-style-type: none"> Increase capacity in selected programs to meet labour market demands and reduce wait lists. 	VP, AR	All Deans	X	X	X
		<ul style="list-style-type: none"> Develop models of delivery to increase the participation of Aboriginal peoples. 	Dean, AE	Dean, LI	X	X	X
		<ul style="list-style-type: none"> Reduce capacity in selected programs where long term labour market need is waning and move resources to higher priority programming. 	VP, AR	All Deans	X	X	X
3.3	Develop, broker and deliver a comprehensive selection of continuing education and distance/distributed learning programs for revenue generation.	<ul style="list-style-type: none"> Develop and deliver new programs and courses for profit through continuing distance and distributed learning modes. 	SCADE	Dean, LI	X	X	X
		<ul style="list-style-type: none"> Develop strategies to increase the number of programs for profit delivered in an on-line mode. 	SCADE	Dean, LI	X	X	X
3.4	Identify and advance future applications and new models of emerging ICT applied education delivery systems for distance and distributed e-learning.	<ul style="list-style-type: none"> Research and identify new and emerging e-learning technologies and models. 	Dean, LI	SCADE	X	X	X
		<ul style="list-style-type: none"> Develop distance / distributed learning models to increase student success. 	Dean, LI	SCADE	X	X	X
3.5	Expand collaborative efforts in advancing opportunities for off-campus learning for the citizens of Manitoba.	<ul style="list-style-type: none"> Collaborate with other e-learning service providers to broker and deliver post-secondary education. 	SCADE	Dean, LI	X	X	

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					2007-08	2008-09	2009-10
		<ul style="list-style-type: none"> Collaborate with the development and implementation of Campus Manitoba. Expand delivery through contract training to external agencies. 	Dean, LI	SCADE	X	X	
		<ul style="list-style-type: none"> Expand delivery through contract training to external agencies. 	SCADE		X	X	
	3.6 Integrate the use of distributed learning technologies into program delivery.	<ul style="list-style-type: none"> Integrate distance / distributed learning into the College's overall academic programming. 	VP, AR	All Deans	X	X	X
		<ul style="list-style-type: none"> Enhance the quality control of e-learning program delivery. 	Dean, LI		X	X	X
		<ul style="list-style-type: none"> Ensure programs are developed and revised in multiple delivery formats. 	VP, AR	All Deans	X	X	X
	3.7 Develop a distributed learning strategy to support student success.	<ul style="list-style-type: none"> Develop and propose a distributed learning plan. 	Dean, LI		X	X	X
		<ul style="list-style-type: none"> Provide students with flexible options for completing full-time programs. 	VP, AR	All Deans Dean, LI	X	X	X
		<ul style="list-style-type: none"> Provide on-line student support service. 	Dean, SS	SCADE	X	X	X
	3.8 Develop an immigrant supportive culture.	<ul style="list-style-type: none"> Establish a strategy to enhance delivery of programs and services for immigrant students. 	VP, SSP	Dean, SS	X	X	X
		<ul style="list-style-type: none"> Review, assess and establish strategies to acquire resources to reinforce an immigrant supportive culture and to undertake appropriate directions and priorities identified in the Immigrant and Immigration Forum Report. 	VP, SSP	Dean, SS	X	X	X

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					2007-08	2008-09	2009-10
4.0	PROVIDE OPTIMAL ACCESSIBILITY TO PROGRAMS AND SERVICES.						
	<p>Key Measures:</p> <ul style="list-style-type: none"> • The diversity of the student population is reflective of the community that Red River College serves. • Students can access their program of first choice. • Students are satisfied with access to support services. • The community is satisfied that Red River College is a barrier-free educational institution. 						
	4.1 Develop a strategy to address cross-cultural access issues within the College.	<ul style="list-style-type: none"> • Establish and implement strategies to ensure an inclusive teaching and learning environment (curricula, teaching methods, learning outcomes). 	VP, AR	VP, SSP	X	X	X
		<ul style="list-style-type: none"> • Increase/develop/maintain partnerships with organizations representing Aboriginal groups, multicultural groups and people with disabilities. 	VP, SSP	VP, AR Dean, AE	X	X	X
		<ul style="list-style-type: none"> • Develop training and professional development for college staff in Aboriginal cultural knowledge, awareness, sensitivity and competencies. 	Dean, AE	HRS	X	X	X
		<ul style="list-style-type: none"> • Develop and implement training and professional development for students in diversity and inclusiveness. 	Dean, SS		X	X	X
		<ul style="list-style-type: none"> • Develop training and professional development for all college staff in diversity and inclusiveness. 	Dean, SS	HRS	X	X	X
	4.2 Ensure barrier-free access to academic programs.	<ul style="list-style-type: none"> • Identify the reasons for applicant rejection within the academic screening process. 	Dean, SS			X	X
		<ul style="list-style-type: none"> • Offer ongoing developmental and remedial programming to assist applicants in meeting entrance requirements. 	VP, BD	VP, AR VP, SSP	X	X	X
		<ul style="list-style-type: none"> • Monitor program admission requirements to ensure inappropriate barriers are identified and removed. 	Dean, SS	All Deans	X	X	X

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					2007-08	2008-09	2009-10
		<ul style="list-style-type: none"> Develop and implement strategies/services that minimize barriers and support students with disabilities in academic programs. 	Dean, SS			X	X
		<ul style="list-style-type: none"> Develop strategies, e.g. bridging courses, to reduce academic barriers to college admission. 	VP, AR	All Deans	X	X	X
		<ul style="list-style-type: none"> Review and revise the five-year plan for the expansion of the number of programs to which PLAR can be applied. 	VP, AR		X	X	X
		<ul style="list-style-type: none"> Work with Departments and programs to recognize foreign credentials. 	Dean, SS		X	X	X
		<ul style="list-style-type: none"> Provide preparatory programs to meet specific language proficiency needs. 	VP, BD		X	X	X
	4.3 Ensure that College facilities accommodate and ease access to programs and services.	<ul style="list-style-type: none"> Develop appropriate strategies that work to ensure that persons with disabilities have access to all programs, services and resources at all college facilities by conducting regular reviews of current, new and renovated buildings. Ref. 7.3 	AVP, FCS	DPC	X	X	X
	4.4 Expand delivery to Manitobans who are unable to attend full-time programming and/or the campuses in Winnipeg.	<ul style="list-style-type: none"> Increase programming options, delivery formats and enrolments through alternative delivery. 	VP, AR	ITS Dean, LI	X	X	X
		<ul style="list-style-type: none"> Increase community based delivery in Aboriginal communities. 	Dean, AE		X	X	X
		<ul style="list-style-type: none"> Investigate registration and tuition fee assessment by course instead of by program to increase access to college programs and promote flexibility. 	Dean, SS		X	X	
		<ul style="list-style-type: none"> Develop and deliver student support services to meet the needs of students at all sites. 	Dean, SS		X	X	X

	OBJECTIVES/KEY MEASURES/STRATEGIES	ACTIONS	LEADERSHIP	PARTNER(S)	TIMELINES		
					2007-08	2008-09	2009-10
5.0	RECOGNIZE, STRENGTHEN AND REWARD THE CAPABILITIES AND CONTRIBUTIONS OF EMPLOYEES, AND SUPPORT A RESPECTFUL COLLEGE ENVIRONMENT.						
	Key Measures: <ul style="list-style-type: none"> Organizational health and wellness measures are high and consistently improve. Clients express high levels of satisfaction on surveys. Faculty and staff turnover is low. 						
	5.1 Develop and implement a Human Resource Strategy – People Plan	<ul style="list-style-type: none"> Establish a Training and Development strategy – employee/management. Ensure strategic Human Resource Planning. Establish appropriate Human Resource Policies And Practices Establish a strategic Classification/Compensation and Benefits system. Establish a comprehensive Recruitment and Selection Strategy. Ensure performance management. 	HRS		X	X	
			HRS		X	X	
			HRS		X	X	X
			HRS		X	X	
			HRS		X	X	X
	5.2 Develop the capabilities of the new Human Resource Management Information (HRMI) system to support human resource planning and management.	<ul style="list-style-type: none"> Implement phase two of implementation of the new HRMI system and commence conversion to on-line access for a number of areas of the College. Expand utilization of the new HRMI system to provide timely quality management information and administrative services. Undertake demographic analysis for succession planning initiatives and workforce analysis 	HRS		X	X	X
			HRS		X	X	X
			HRS		X	X	X

	OBJECTIVES/KEY MEASURES/STRATEGIES	ACTIONS	LEADERSHIP	PARTNER(S)	TIMELINES		
					2007-08	2008-09	2009-10
		<ul style="list-style-type: none"> Provide managers with training in managing under a collective agreement. 	HRS		X	X	X
	5.3 Support a respectful and stimulating College environment.	<ul style="list-style-type: none"> Develop and implement an effective Performance Management and Appraisal System to include current job descriptions, regular and meaningful performance evaluations, and appropriate methods of recognizing and rewarding employee contributions to excellence. 	HRS		X	X	X
		<ul style="list-style-type: none"> Develop policies and procedures to support the management of individual illness and injury claims in consideration of the intent of the Workers' Compensation Act, Employees Assistance Program, Long Term Disability and Modified Return to Work Policy. 	HRS		X	X	
		<ul style="list-style-type: none"> Review, monitor and continue the Well-Being in the Workplace through Healthy Organizations Project in conjunction with the College Climate and Culture Committee. 	HRS		X	X	X
	5.4 Support well-being in the workplace through a healthy organization infrastructure.	<ul style="list-style-type: none"> Implement and evaluate the Management Development Program to ensure its effectiveness in preparing current and prospective managers to undertake management responsibilities at the College. 	HRS		X	X	X
		<ul style="list-style-type: none"> Enhance the faculty and staff recognition program. 	HRS		X		
		<ul style="list-style-type: none"> Implement practices that increase the diversity of the College, including hiring and promotion practices that increase the community representativeness of the College. 	HRS		X	X	X

	OBJECTIVES/KEY MEASURES/STRATEGIES	ACTIONS	LEADERSHIP	PARTNER(S)	TIMELINES		
					2007-08	2008-09	2009-10
		<ul style="list-style-type: none"> Design, develop and implement succession planning as a priority Human Resource activity. 	HRS		X	X	X
		<ul style="list-style-type: none"> Initiate a program of recognitions, events, publications and promotions to celebrate successes of the College. 	VP, BD	CR	X	X	X
		<ul style="list-style-type: none"> Review the current performance review system with a view to developing an improved system based on a developmental, formative approach. 	HRS		X	X	
		<ul style="list-style-type: none"> Initiate a review of current policies and procedures for relevance, flexibility and appropriateness for a learning-centred college. 	All VPs		X	X	X
		<ul style="list-style-type: none"> Develop a policy on ethics in the workplace to reflect the College's Statement of Values and its applicability to standards of conduct expected of college administrators, managers, staff and faculty. 	HRS	VP, AR VP, FA	X	X	
		<ul style="list-style-type: none"> Promote and coordinate a wellness program for all staff and students. 	Dean SS	HRS	X	X	X

	OBJECTIVES/KEY MEASURES/STRATEGIES	ACTIONS	LEADERSHIP	PARTNER(S)	TIMELINES		
					2007-08	2008-09	2009-10
6.0	INTEGRATE INFORMATION TECHNOLOGY IN THE DELIVERY, OPERATION AND MANAGEMENT OF ALL COLLEGE PROGRAMS AND SERVICES.						
	Key Measures:						
	<ul style="list-style-type: none"> Students, graduates, and employers express satisfaction with the degree of technology training incorporated within the academic programs. Stakeholders express satisfaction with the degree to which technology is integrated within the administrative operations of the College. Stakeholders express satisfaction with the ability to access necessary information and communication tools. 						
6.1	Increase the extent to which technology is incorporated within the academic delivery process.	<ul style="list-style-type: none"> Expand the Teaching Learning Technology Centre with appropriate staffing, hardware and software to assist faculty in exploring and developing alternative means for delivering instruction and enhancing educational experiences using information technology. 	Dean, LI		X	X	X
		<ul style="list-style-type: none"> Implement a team-based approach to the development of course/portions of courses in alternate delivery formats. 	Dean, LI		X	X	X
		<ul style="list-style-type: none"> Deliver training to faculty in the use and application of information technology. 	Dean, LI		X	X	X
		<ul style="list-style-type: none"> Establish a mechanism to support access to or acquisition of hardware and software for academic purposes. 	Dean, LI		X	X	X
6.2	Increase the range of programs and services available on an e-commerce, e-business, and e-learning basis.	<ul style="list-style-type: none"> Assess the opportunities and impacts of adopting e-business delivery methodologies. 	VP, FA		X	X	
		<ul style="list-style-type: none"> Establish a strategy to incorporate e-business and e-commerce techniques into the delivery of services. 	VP, FA	VP, SSP	X	X	
		<ul style="list-style-type: none"> Establish a strategy to provide the appropriate infrastructure for e-learning. 	VP, AR	ITS Dean, LI	X	X	
6.3	Maintain a primary, reliable College communication system.	<ul style="list-style-type: none"> Evaluate the effectiveness of current electronic communication strategies 	ITS		X	X	X
		<ul style="list-style-type: none"> Promote more effective use of College email for both Staff and Students. 	ITS		X	X	X

	OBJECTIVES/KEY MEASURES/STRATEGIES	ACTIONS	LEADERSHIP	PARTNER(S)	TIMELINES		
					2007-08	2008-09	2009-10
		<ul style="list-style-type: none"> Research other forms of electronic communications technologies with emphasis on the convergence of voice, video, and data networks. 	ITS		X	X	X
	6.4 Optimize the use of technology to improve administrative operations of the College.	<ul style="list-style-type: none"> Implement the new College ERP System covering Human Resources, Finances and Student Information. 	ITS		X	X	X
		<ul style="list-style-type: none"> Communicate the new IT Strategic Plan to relevant stakeholders 	ITS		X	X	
		<ul style="list-style-type: none"> Acquire, implement, and upgrade business application software to automate Administrative and Academic processes. 	ITS		X	X	
		<ul style="list-style-type: none"> Upgrade the data network at the Notre Dame Campus for increased performance, scalability and redundancy. 	ITS		X	X	X
		<ul style="list-style-type: none"> Provide a secure wireless data network for students and staff. 	ITS		X	X	X
		<ul style="list-style-type: none"> Improve the data network at remote campus sites. 	ITS		X	X	X
	6.5 Ensure access for instructors, students and corporate computer users to adequate computing power convenient to their needs.	<ul style="list-style-type: none"> Review annually hardware needs in computer labs with a goal towards refreshing every 4 years. 	ITS		X	X	X
		<ul style="list-style-type: none"> Review annually staff hardware needs and plan upgrades as required. 	ITS		X	X	X
		<ul style="list-style-type: none"> Upgrade appropriately sized application servers as per "evergreen" plans. 	ITS		X	X	X
	6.6 Annually review information technology.	<ul style="list-style-type: none"> Review and renew annually the IT Strategic Plan. 	ITS		X	X	X
		<ul style="list-style-type: none"> Establish performance indicators. 	ITS		X	X	
		<ul style="list-style-type: none"> Compare performance indicators with other institutions. 	ITS		X	X	X

	OBJECTIVES/KEY MEASURES/STRATEGIES	ACTIONS	LEADERSHIP	PARTNER(S)	TIMELINES		
					2007-08	2008-09	2009-10
6.7	Apply strong customer focused IT service levels in the support of College students and staff.	• Improve the use of current physical space to provide customer accessibility.	ITS		X	X	
		• Create "Service Level Expectation" documentation for services provided.	ITS		X	X	
		• Review and leverage 3 rd party vendor and partner relationships.	ITS		X	X	X
		• Develop a communication strategy to raise IT awareness across the College.	ITS		X	X	
6.8	Develop a corporate IT security culture.	• Develop IT security policies.	ITS		X	X	
		• Develop IT security awareness training for existing and new College staff.	ITS		X	X	
		• Evaluate and recommend IT Security related practices and initiatives to enhance the College's security architecture.	ITS		X	X	X
		• Provide ongoing review of Business Continuity and Disaster Recovery plans with a focus on corporate information systems.	ITS		X	X	X
7.0	PROVIDE A SAFE AND WELL-MAINTAINED ENVIRONMENT FOR WORKING AND LEARNING.						
	Key Measures: <ul style="list-style-type: none"> • Staff and students are satisfied that the workplace environment is safe and physically well maintained. • Results of facility audits indicate progress in facility renewal. • Workplace health, safety, and security audits indicate favourable results. 						
7.1	Develop a multi-year facilities development plan that enables continual adaptation, renewal and expansion of College facilities.	• Pursue implementation of the Millennium project.	VP, FA		X	X	X
		• Annually review the operational state of major facilities and equipment.	AVP, FCS		X	X	X
		• Develop a multi-year plan that addresses the deferred maintenance problem and ensures annual investment on the renewal of physical infrastructure, including program support equipment renewal.	AVP, FCS		X		

	OBJECTIVES/KEY MEASURES/STRATEGIES	ACTIONS	LEADERSHIP	PARTNER(S)	TIMELINES		
					2007-08	2008-09	2009-10
		<ul style="list-style-type: none"> Develop a cost-effective preventative maintenance program for equipment. Establish a function to collect and input data. Develop a budget to maintain and replace program support equipment. Pursue additional funding for annual maintenance renewal. Establish a 10-year plan to replace, acquire and dispose of classroom and other common area furniture. Develop an asset inventory system 	AVP, FCS		X		
		<ul style="list-style-type: none"> Develop a budget to maintain and replace program support equipment. 	AVP, FCS		X		
		<ul style="list-style-type: none"> Pursue additional funding for annual maintenance renewal. 	AVP, FCS		X		
		<ul style="list-style-type: none"> Establish a 10-year plan to replace, acquire and dispose of classroom and other common area furniture. 	VP, FA		X	X	X
		<ul style="list-style-type: none"> Develop an asset inventory system 	VP, FA		X	X	
	7.2 Develop strategy to acquire the Notre Dame Campus from the Province of Manitoba (Transportation and Government Services)	<ul style="list-style-type: none"> Initiate discussions with Transportation and Government Services, presenting the College's position regarding ownership of the Notre Dame Campus. Initiate an Energy Management program in which energy savings can be invested in building system upgrades. 	AVP, FCS		X	X	X
	7.3 Develop facilities to provide mobility free access to the physically challenged.	<ul style="list-style-type: none"> Prioritize mobility free access requirements identified by Transportation and Government Services' Accessibility Study and allocate resources as funding permits. 	AVP, FCS	DPC	X	X	X
	7.4 Make Workplace Safety and Health issues a priority in facility development and maintenance.	<ul style="list-style-type: none"> Conduct a campus wide security audit and develop a multi-year plan to address recommendations. Place a high priority on health and safety projects for Miscellaneous Minor funding. Develop and implement a statement of responsibilities to complete the legislated Safety Program requirement. 	AVP, FCS		X	X	X
		<ul style="list-style-type: none"> Place a high priority on health and safety projects for Miscellaneous Minor funding. 	AVP, FCS	BSM	X	X	X
		<ul style="list-style-type: none"> Develop and implement a statement of responsibilities to complete the legislated Safety Program requirement. 	AVP, FCS		X	X	X

	OBJECTIVES/KEY MEASURES/STRATEGIES	ACTIONS	LEADERSHIP	PARTNER(S)	TIMELINES		
					2007-08	2008-09	2009-10
		<ul style="list-style-type: none"> Develop and implement safe procedure guidelines. 	AVP, FCS		X	X	X
		<ul style="list-style-type: none"> Convert existing Workplace Health and Safety training programs for online delivery. 	AVP, FCS		X	X	
		<ul style="list-style-type: none"> Review and exercise current Emergency Response Plans. 	AVP, FCS	BSM	X	X	X
		<ul style="list-style-type: none"> Develop a Business Resumption Plan. 	AVP, FCS	BSM	X	X	
		<ul style="list-style-type: none"> Identify and provide mandatory safety training courses by responsibility. 	AVP, FCS		X	X	X
		<ul style="list-style-type: none"> Develop a Radiation Safety Program Emergency Response Plan. 	AVP, FCS		X	X	
		<ul style="list-style-type: none"> Acquire a computer-based program to document and track employee safety training records. 	AVP, FCS		X		
		<ul style="list-style-type: none"> Develop a strategy to effectively communicate safety policies, procedures and messages. 	AVP, FCS			X	
		<ul style="list-style-type: none"> Develop a formal process consistent with risk management principles to identify, evaluate and prioritize risks and prevention methods. 	AVP, FCS	CLIS	X	X	X
		<ul style="list-style-type: none"> Develop and implement a plan to safeguard contractors, in conjunction with building owners. 	AVP, FCS	CLIS	X		
		<ul style="list-style-type: none"> Develop a method of reporting incident, accident and injury statistics. 	AVP, FCS	ITS	X		
		<ul style="list-style-type: none"> Refine the accident investigation process to involve departmental management. 	AVP, FCS		X	X	

	OBJECTIVES/KEY MEASURES/STRATEGIES	ACTIONS	LEADERSHIP	PARTNER(S)	TIMELINES		
					2007-08	2008-09	2009-10
		<ul style="list-style-type: none"> Establish safety & health objectives into the RRC mission and vision statements including measurement metrics. 	AVP, FCS			X	
	7.5 Improve the workplace through well-being initiatives.	<ul style="list-style-type: none"> Continue a program of washroom improvements and maintenance. 	AVP, FCS	BSM	X	X	X
		<ul style="list-style-type: none"> Develop a plan to upgrade ventilation systems across the College at the Notre Dame campus. 	AVP, FCS	BSM		X	X
		<ul style="list-style-type: none"> Post signage to encourage all members of the College Community to recognize and act on the personal responsibility of helping to ensure the general cleanliness of the campus. 	AVP, FCS	BSM	X	X	
	7.6 Develop a plan and process to become a model sustainable development (environmental, social, economic) College.	<ul style="list-style-type: none"> Establish strategies to incorporate sustainability principles into College campus planning. 	AVP, FCS	DPC	X	X	
		<ul style="list-style-type: none"> Develop processes to involve College members in learning, acting on and implementing sustainability principles. 	AVP, FCS	DPC	X	X	X
		<ul style="list-style-type: none"> Implement strategies to encourage waste reduction, energy efficiency and other sustainable development practices. 	AVP, FCS	DPC	X	X	X
8.0	CONTINUE THE COLLEGE'S PARTICIPATION IN GLOBAL EDUCATION.						
	<p>Key Measures:</p> <ul style="list-style-type: none"> The numbers of international students increase. The number of international staff and student exchanges increase. The number of Red River College programs and services exported to the international market increase. 						
	8.1 Develop a global orientation within Red River College programs and services.	<ul style="list-style-type: none"> Provide for international student and staff exchanges. 	VP, BD		X	X	X
		<ul style="list-style-type: none"> Ensure that curricula are relevant to the realities of a global marketplace. 	VP, AR		X	X	X

	OBJECTIVES/KEY MEASURES/STRATEGIES	ACTIONS	LEADERSHIP	PARTNER(S)	TIMELINES		
					2007-08	2008-09	2009-10
		<ul style="list-style-type: none"> Ensure that student support services are available to International students. 	Dean, SS		X	X	X
	8.2 Enhance global access to college programs.	<ul style="list-style-type: none"> Deliver joint venture training initiatives in selected international markets. 	VP, BD		X	X	X
		<ul style="list-style-type: none"> Continue to develop distance delivery capability for college programs. 	VP, BD	SCADE VP, AR	X	X	X
		<ul style="list-style-type: none"> Explore visa access strategies with relevant posts abroad. 	VP, BD		X	X	
	8.3 Increase the participation of international students at Red River College.	<ul style="list-style-type: none"> Diversify the international student recruitment strategy to include a mix of print advertising, participation in education fairs, the use of agents and collaborative promotional ventures with other institutions and organizations. 	VP, BD		X	X	
		<ul style="list-style-type: none"> Enhance and expand upon existing promotional materials to include non-print materials (video, internet, etc.). 	VP, BD		X	X	
	8.4 Develop Red River College's training capacity for export.	<ul style="list-style-type: none"> Increase the number of custom-designed training programs/products offered to international clients. 	VP, BD		X	X	X
		<ul style="list-style-type: none"> Prepare funding submissions for consideration by a number of Overseas Development Agencies (e.g. Asia Development Bank, World Bank, etc.). 	VP, BD		X	X	X
		<ul style="list-style-type: none"> Identify and undertake the steps necessary for Red River College to become "export ready". 	VP, BD		X	X	
		<ul style="list-style-type: none"> Establish internal mechanisms and procedures to assess higher risk international projects. 	VP, BD		X	X	X

	OBJECTIVES/KEY MEASURES/STRATEGIES	ACTIONS	LEADERSHIP	PARTNER(S)	TIMELINES		
					2007-08	2008-09	2009-10
		<ul style="list-style-type: none"> Integrate product promotion and marketing strategies for international student recruitment, and project work. 	VP, BD		X	X	
9.0	STRENGTHEN COLLABORATION AND PARTNERSHIPS.						
	<p>Key Measures:</p> <ul style="list-style-type: none"> There are increasing numbers of program accreditation agreements, institution transfer agreements and partnership agreements. The cooperative education model or the work experience model is incorporated into an increasing number of programs. Individual agencies and corporations work with and support the College. Business & industry partners provide equipment, facilities and/or technology to RRC. 						
	9.1 Articulate college programs with high schools, universities and other colleges.	<ul style="list-style-type: none"> Continue to articulate all diploma programs with a university degree program where appropriate. Continue to develop articulation agreements with school divisions in Manitoba as appropriate. 	VP, AR		X	X	X
	9.2 Develop joint degree programs to meet the needs of business, industry and the community.	<ul style="list-style-type: none"> Continue to develop articulation agreements leading to joint degrees with university partners. 	VP, AR		X	X	X
	9.3 Build partnerships with the Students' Association.	<ul style="list-style-type: none"> Review current partnership agreements and develop formal partnerships with the Students' Association. 	AVP, FCS				X
		<ul style="list-style-type: none"> Develop the Princess St. Operating Agreement. 	AVP, FCS	Dean, SS	X	X	
		<ul style="list-style-type: none"> Work with the Students' Association on improving services to students through the revision of existing policies and the development of new policies. 	Dean, SS		X	X	X

	OBJECTIVES/KEY MEASURES/STRATEGIES	ACTIONS	LEADERSHIP	PARTNER(S)	TIMELINES		
					2007-08	2008-09	2009-10
9.4	Partner with the community to address college requirements for equipment, facilities and technology.	<ul style="list-style-type: none"> Implement and expand co-operative type education delivery to access equipment in industrial plants and factories. 	All Deans		X	X	X
		<ul style="list-style-type: none"> Pursue opportunities with business and industry. 	VP, FA	VP, BD	X		
9.5	Build partnerships with Aboriginal governments, agencies and educational institutions.	<ul style="list-style-type: none"> Expand relationships with First Nations, Métis, Inuit and Urban Aboriginal governments. 	Dean, AE		X	X	X
		<ul style="list-style-type: none"> Cooperate with established and developing educational bodies and agencies. 	VP, AR	Dean, AE	X	X	X
9.6	Build relationships with the Province of Manitoba and the Government of Canada.	<ul style="list-style-type: none"> Review and respond to the governments' innovation agendas. 	All VPs		X	X	X
		<ul style="list-style-type: none"> Establish strategies to work cooperatively with government at the strategic level. 	All VPs		X	X	X

	OBJECTIVES/KEY MEASURES/STRATEGIES	ACTIONS	LEADERSHIP	PARTNER(S)	TIMELINES		
					2007-08	2008-09	2009-10
10.0	ACHIEVE COLLEGE STRENGTH AND STABILITY BY EMPLOYING COLLEGE RESOURCES STRATEGICALLY AND DEVELOPING DIVERSIFIED REVENUE SOURCES.						
	<p>Key Measures:</p> <ul style="list-style-type: none"> College revenue, including fundraising, meets or exceeds targets. Distribution of revenue is appropriate among key participants including students, College strategic business units, the Province, businesses and the general community. College operates within budget. Operational goals/objectives have been achieved or advanced. Program and service costs are comparable with like institutions. Public perceives the College as an effective, efficient and accountable institution. Managers have appropriate information for decision-making. Minimal legal or liability issues are experienced by the College. 						
	10.1 Expand revenue base.	<p><u>Government grants:</u></p> <ul style="list-style-type: none"> Develop communications strategies for working effectively with COPSE & obtaining government recognition of College future needs. 	VP, AR	CR	X	X	X
		<ul style="list-style-type: none"> Lobby for multi-year funding from government. 	VP, AR	VP, FA	X	X	X
		<p><u>Tuition:</u></p> <ul style="list-style-type: none"> Work with Board of Governors and COPSE to develop an appropriate tuition strategy. 	VP, FA	VP, AR	X	X	
		<p><u>Apprenticeship:</u></p> <ul style="list-style-type: none"> Continue to work with Apprenticeship Branch to ensure cost issues are adequately recognized in Apprenticeship funding. 	VP, AR	VP, FA	X	X	X

	OBJECTIVES/KEY MEASURES/STRATEGIES	ACTIONS	LEADERSHIP	PARTNER(S)	TIMELINES		
					2007-08	2008-09	2009-10
		<u>Strategic Business Units:</u> <ul style="list-style-type: none"> See other parts of strategic plan for various actions (including strategy 10.2). 	Various		X	X	X
		<u>Fundraising:</u> <ul style="list-style-type: none"> See Objective 11 for various actions. 					
		<u>Other:</u> <ul style="list-style-type: none"> Explore opportunities for alternative revenues. 	VP, BD		X	X	X
		<ul style="list-style-type: none"> Work with Investment Committee and Investment Manager (Dept of Finance) to ensure optimal returns on investments 	VP, FA		X	X	X
		<ul style="list-style-type: none"> Integrate contract training thinking to capitalize on emerging market opportunities throughout the College. 	VP, FA		X	X	X
	10.2 Encourage sound business practices.	<ul style="list-style-type: none"> Develop in-house training sessions for managers (internal control, capital budget decisions) with training provided by the Financial Services Division. 	VP, FA	FS	X	X	X
		<ul style="list-style-type: none"> Promote changes to the Colleges Act that encourage entrepreneurial practices and support the development of alternative sources of revenue. 	VP, FA	VP, AR	X	X	X
		<ul style="list-style-type: none"> Explore the use of the SBU model for other activities, e.g. Computer Services, Financial Services, academic units. 	VP, FA		X	X	X
		<ul style="list-style-type: none"> Evaluate non-core business activities to see if they should continue to be operated in-house or whether alternate arrangements should be made. 	VP, FA		X	X	X
		<ul style="list-style-type: none"> Strengthen profile of Financial Services division as internal business advisors. 	VP, FA	FS	X	X	X
		<ul style="list-style-type: none"> Investigate creation of reserves for specific purposes, e.g. major capital projects. 	VP, FA		X	X	

	OBJECTIVES/KEY MEASURES/STRATEGIES	ACTIONS	LEADERSHIP	PARTNER(S)	TIMELINES		
					2007-08	2008-09	2009-10
		<ul style="list-style-type: none"> • Reduce capital deficit. 	VP, FA		X	X	X
		<ul style="list-style-type: none"> • Manage vacation and severance pay liabilities and eliminate related deficit. 	VP, FA		X	X	X
		<ul style="list-style-type: none"> • Establish Whistle Blower policy and reporting mechanism 	VP, FA				
		<ul style="list-style-type: none"> • Ensure current risk management procedures are employed to protect the College, the Board of Governors, employees, students and volunteers. 	VP, FA		X	X	
		<ul style="list-style-type: none"> • Enhance the scope of the Risk Control Committee to ensure college-wide risk assessment. 	VP, FA		X	X	
		<ul style="list-style-type: none"> • Develop risk control policies. 	VP, FA		X	X	X
		<ul style="list-style-type: none"> • Review all current policies. 	VP, FA		X	X	X
		<ul style="list-style-type: none"> • Increase knowledge and awareness of risk, control and insurance protection. 	VP, FA	CLIS	X	X	X
	10.3 Allocate resources appropriately.	<ul style="list-style-type: none"> • Expand multi-year budgeting process. 	VP, FA			X	X
		<ul style="list-style-type: none"> • Evaluate the established benchmarking program. 	RP		X	X	
		<ul style="list-style-type: none"> • Continue to analyze purchasing patterns, volumes and trends throughout the College to determine current needs, available suppliers, or possibilities of developing strategic alliances with our suppliers. 	VP, FA		X	X	X

	OBJECTIVES/KEY MEASURES/STRATEGIES	ACTIONS	LEADERSHIP	PARTNER(S)	TIMELINES		
					2007-08	2008-09	2009-10
11.0	ENHANCE THE IMAGE AND COMMITMENT OF THE COLLEGE AMONG STAFF, STUDENTS AND THE EXTERNAL COMMUNITY.						
	<p>Key Measures:</p> <ul style="list-style-type: none"> • Staff, students, and members of the external community exhibit a high level of satisfaction with the College. • Governments acknowledge the importance of the College in the post-secondary education system and its contribution to the economy of the province. • College alumni database achieves targets for revenue and growth. • Scholarship/bursary/endowment and other approved fundraising targets are achieved. 						
	11.1 Expand and improve internal and external communications.	<ul style="list-style-type: none"> • Implement a Multi-media campaign. 	CR		X	X	X
		<ul style="list-style-type: none"> • Maintain a communications capacity in the College Relations Department. 	CR		X	X	X
		<ul style="list-style-type: none"> • Introduce the College's new logo mark on the tower of Building C, and on all regional facilities operated by the College. 	VP, FA		X	X	
		<ul style="list-style-type: none"> • Maintain the College web site to reinforce the new visual identity of the College. 	Dean, LI		X	X	X
		<ul style="list-style-type: none"> • Develop, implement, assess and continuously improve a specific means to communicate the College's strategic plan. 	RP		X	X	X
		<ul style="list-style-type: none"> • Implement a multi-media (television, print, radio, video, billboards, etc.) advertising and promotions program to reinforce the visual identity of the College and to support recruitment of both full-time and part-time students. 	CR		X	X	X
		<ul style="list-style-type: none"> • Measure the level of awareness and satisfaction among target audiences. 	CR		X		X
		<ul style="list-style-type: none"> • Maintain a clear and consistent visual identity in all documents, publications, electronic media, and signage. 	CR		X	X	X
	11.2 Develop and implement appropriate student recruitment strategies.	<ul style="list-style-type: none"> • Develop a comprehensive, long term enrolment management strategy. 	Dean, SS			X	X

	OBJECTIVES/KEY MEASURES/STRATEGIES	ACTIONS	LEADERSHIP	PARTNER(S)	TIMELINES		
					2007-08	2008-09	2009-10
		<ul style="list-style-type: none"> Implement recruitment strategies aimed at addressing program needs such as filling identified excess capacity in specific College programs and increasing enrolment of underrepresented groups including sequential students and Aboriginal students. 	Dean, SS	CR	X	X	X
		<ul style="list-style-type: none"> Implement software to support active recruitment to ensure a higher conversion rate of inquiries to applicants; applicants to registrants who show up on the first day of class and persist. 	Dean, SS		X	X	
		<ul style="list-style-type: none"> Develop further content for the College web site, promoting RRC courses, through interactive video, testimonials, and camera views. 	CR		X	X	
	11.3 Support an environment of enthusiasm and participation within the College community.	<ul style="list-style-type: none"> In consultation with staff, maintain a model to support Staff Club activities. 	CR		X		
		<ul style="list-style-type: none"> Introduce a program of "awards for excellence" and encourage application and nominations for outstanding achievement awards. 	CR		X		
		<ul style="list-style-type: none"> Develop strategies to support RRC participation in the philanthropic community. 	CR		X	X	
		<ul style="list-style-type: none"> Identify and coordinate entry of college "teams" in community special events. 	CR	Dean, SS	X	X	X
	11.4 Develop a strong alumni association for the College.	<ul style="list-style-type: none"> Develop a comprehensive alumni database and implement a strategy for revenue generation to "offset" the cost of providing alumni services. 	CR		X	X	X
		<ul style="list-style-type: none"> Support and encourage the development of program-specific alumni chapters in the College. 	CR		X	X	X

	OBJECTIVES/KEY MEASURES/STRATEGIES	ACTIONS	LEADERSHIP	PARTNER(S)	TIMELINES		
					2007-08	2008-09	2009-10
		<ul style="list-style-type: none"> Establish a program of special events and activities for alumni of the college and for retired staff through the RRC Heritage Group. 	CR		X	X	X
	11.5 Increase success in College fundraising activities.	<ul style="list-style-type: none"> Maintain a coordinated approach to fundraising for the College both internally and in the external community. 	VP, BD	CR	X	X	X
		<ul style="list-style-type: none"> Support the comprehensive fundraising capacity of the College. 	VP, BD	CR	X	X	X
12.0	ENHANCE THE LEARNING CENTRED FOCUS AND THE INNOVATIVE, AND TECHNOLOGICALLY ADVANCING ASPECTS OF THE COLLEGE.						
	Key Measures: <ul style="list-style-type: none"> Public and other colleges perceive RRC as a leader in post-secondary education. Community awareness of, respect for and satisfaction with the College is high. There is increased efficiency and effectiveness in accessing knowledge. There are high levels of job satisfaction for staff. Faculty and staff are able to document and share knowledge to facilitate problem solving. There is an increased performance by learners on external measures of excellence. 						
	12.1 Advance RRC as a learning centred college.	<ul style="list-style-type: none"> Continue to develop and implement strategies that reward a culture of innovation and position the College as a learning based post-secondary institution. 	VP, AR	VP, SSP	X	X	X
		<ul style="list-style-type: none"> Develop strategies and support measures that advance a learner-centred and learning-centred approach to instruction and assessment to develop students' critical thinking skills and respect for diversity in thinking and behaving. 	VP, AR	All Deans	X	X	X
		<ul style="list-style-type: none"> Develop and celebrate successes in moving to a learning culture in a variety of media. 	CR		X	X	X

	OBJECTIVES/KEY MEASURES/STRATEGIES	ACTIONS	LEADERSHIP	PARTNER(S)	TIMELINES		
					2007-08	2008-09	2009-10
		<ul style="list-style-type: none"> Develop a framework for knowledge management that identifies key knowledge assets needed to support primary organizational functions: administration, teaching and learning, and student support. 	RP	ITS		X	X
		<ul style="list-style-type: none"> Determine an approach for storage and retrieval, sharing, and archiving of identified knowledge assets. 	RP	ITS			
		<ul style="list-style-type: none"> Identify and conduct a pilot knowledge management project in a selected KM area. 	RP				X
	12.2 Integrate strategic thinking into the fabric of the College.	<ul style="list-style-type: none"> Revise the strategic planning process to support enterprise-wide planning and accountability reporting. 	RP		X	X	X
		<ul style="list-style-type: none"> Establish a regular review of values. 	RP		X	X	X
		<ul style="list-style-type: none"> Communicate the process and content of the Strategic Plan. 	RP	CR	X	X	X
		<ul style="list-style-type: none"> Explore the viability and impact of establishing a quality assurance and accountability website. 	RP		X	X	X
	12.3 Ensure the appropriateness of the organizational structure of RRC in view of the new realities in delivering education in the 21 st Century.	<ul style="list-style-type: none"> Develop strategies to encourage interdepartmental discussion and exploration of opportunities and issues. 	All VPs		X	X	
	12.4 Transform the image of the College.	<ul style="list-style-type: none"> Define and evolve RRC's brand as a learning college and as a contributor to Manitoba's economic prosperity through an integrated marketing strategy. 	CR		X	X	X
		<ul style="list-style-type: none"> Assess the public perception and impression of RRC on a routine basis. 	CR	RP		X	

	OBJECTIVES/KEY MEASURES/STRATEGIES	ACTIONS	LEADERSHIP	PARTNER(S)	TIMELINES		
					2007-08	2008-09	2009-10
		<ul style="list-style-type: none"> Establish rapport with outside interests in lobbying on behalf of the College for recognition. 	All VPs		X	X	X

Notes



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