

MISSION STATEMENT:

Westmoreland County Community College improves the quality of life in the communities we serve through education, training, and cultural enrichment.

CUSTOMER PERSPECTIVE

Become more student focused

A1 – Students

Provide students with necessary skills and experiences

- A1a Co-Curricular Experience
- A1b Case Management: Credit
- A1c Career Readiness
- A1d Course Scheduling
- A1e Noncredit to Credit Pathways

A2 – Stakeholders

Engage with our stakeholders

- A2a Alumni Experience
- A2b Community Connections
- A2c Higher Education Partnerships
- A2d Case Management: Business & Industry
- A2e Trade Union Partnerships
- A2f Athletics

INTERNAL BUSINESS PROCESS PERSPECTIVE

Improve our systems and processes to achieve operational excellence

B1 – Operations Mgmt.

Improve our operations

- B1a Communication Strategies
- B1b Athletic Facilities

B2 – Customer Mgmt.

Manage our customer needs

- B2a Campus Nexus
- B2b Process Review

B3 – Innovation

Innovate, inspire, and lead!

- B3a Adjunct Academy
- B3b Center for Teaching & Learning
- B3c Honors College
- B3d Nontraditional Programming

B4 – Regulatory & Social

Enhance safety and compliance

- B4a Compliance Education
- B4b Campus Security
- B4c Environment
- B4d Business Continuity

EMPLOYEE LEARNING AND GROWTH PERSPECTIVE

Align our culture with our values by empowering our employees and by providing the systems they need

C1 – Human Capital

Develop our employees

- C1a Professional Development
- C1b ERP Training
- C1c Change Management
- C1d Position Review
- C1e Employee Recognition
- C1f Employee Training

C2 – Information Capital

Upgrade our technology

- C2a Technology Committee
- C2b Technology Plan

C3 – Organizational Capital

Enhance workplace climate

- C3a College Resources
- C3b Management Skill Development
- C3c Team Building

FINANCIAL PERSPECTIVE

Place Westmoreland County Community College on a firm financial footing to deliver on the long-term promise of our mission

D1 – Revenue

Increase revenue

- D1a Noncredit Offerings
- D1b Events Revenue
- D1c Fundraising
- D1d Education Center Strategies
- D1e Conference Hosting
- D1f Credit Offerings

D2 – Productivity

Reduce expenses

- D2a Employee Wellness
- D2b Workforce Realignment
- D2c Resource Utilization
- D2d Maintenance Agreements
- D2e Budget