

**FIVE YEAR STRATEGIC PLAN  
FOR  
TENNESSEE TECHNOLOGY CENTER AT MEMPHIS**

**LEADERSHIP**

**1. Goal:** The TTCs' will improve communication with the citizens of Tennessee through the development of methods to document and publicize the TTC's value in improving the quality of the state's workforce.

**1. Objective:** Develop a program for the promotion of 27 outstanding students and 27 outstanding faculty members to represent the system by telling their stories in the local community.

**Strategy:** Develop criteria for outstanding student and faculty member and marketing plan for the program.

**Task:** Tennessee Technology Center at Memphis (TTCM) will create an ad hoc committee.

- Develop criteria for outstanding faculty member.
- Review and refine current criteria for outstanding student.
- Develop marketing plan for outstanding student and faculty member.

**Timeline:** June 2006 – Annually thereafter

**Facilitator:** Public Relations/Evaluative Process: Developed Criteria

**Strategy:** Nominate from each TTC an outstanding faculty member for the THEC, ATEA, and any other regional, state, or national awards.

**Task:** An ad hoc committee established by TTCM, in conjunction with administration, will nominate an outstanding faculty member for the THEC, ATEA, and any other regional, state, or national awards.

**Timeline:** June 2006

**Facilitator:** Public Relations

**Evaluation:** Selection nomination, and submittal to affiliated organization annually

**Strategy: Secure funding for incentives for the outstanding instructor and student.**

**Task:** TTCM will pursue corporate sponsorship to secure funding for incentives for the outstanding instructor and student.

**Timeline:** June 2006

**Facilitator:** Director

**Strategy: Select representatives for awards.**

**Task:** TTCM will appoint a selection committee to include administrators and advisory committee members.

- Review candidates.
- Make final selection.

**Timeline:** June 2006

**Facilitator:** Director

**2. Objective: Increase the participation by each TTC director in the local membership with local Chamber Group, Civic Organizations and appropriate Business Organizations.**

**Strategy: Directors document their membership in community groups and report yearly on their activities.**

**Task:** The Director of TTCM will continue his current memberships with community groups and report yearly on their activities:

- The Memphis Chamber of Commerce
- WIA Board
- Memphis/Shelby County Voc. Tech. Div.
- P-16 Council
- Logistics Council
- Memphis Housing Authority
- Tech Prep Consortium

**Timeline:** Current - 2010

**Facilitator:** Director

**Evaluation:** Director's evaluation

**Strategy: Report on open houses, career fairs, and staff participating in civic clubs.**

**Task:** The faculty and staff at TTCM will continue to maintain membership in professional and civic organizations and foster community relations through open houses and career fairs.

- TTCM will maintain participant log.
- TTCM will maintain tour log.
- TTCM will establish regularly scheduled open houses.
- TTCM will log maintain program itinerary log.

**Aviation**

Aviation Technical Education Council  
 Aircraft Electronics Association  
 Federal Aviation Administration  
 Women in Aviation International  
 IPC-Association Connecting  
 Electronics Industries

**Allied Health**

Shelby County Dental Association  
 Memphis Dental Society  
 Tennessee Pharmacists Association  
 Association of Surgical Technologists  
 Memphis Area Certified Pharmacy  
 Technicians Society

**Practical Nursing**

Union University Advisory Board  
 Southwest Community College Advisory Board  
 Tennessee Nurse Association  
 Kitchen Cabinet Coalition Health Committee  
 Whitehaven Oakhaven Youth Development  
 Justice Unity Generosity and Service  
 National Coalition of 100 Black Women

**Trade and Industry**

Cosmetology Board  
 American Cancer Society  
 Look Good Feel Good Prog.  
 American Welding Society  
 Industry Collision Autobody  
 Repair (ICAR)  
 Shop Owner’s League  
 Chapter 7

**Timeline:** Current and continuous

**Facilitator:** Assistant Director

**Strategy:** Invite community groups for tours.

**Task:** TTCM will continue to facilitate community tour groups.

- Expand accessibility of facility for utilization by the local community.
- Maintain log of community tour groups.

**Timeline:** Current and continuous

**Facilitator:** Public Relations

**3. Objective:** Change the TTC name to enhance statewide image.

**Strategy: Hire outside consultant to conduct a feasibility study to measure impact on name enhancement.**

**Task:** TTCM will participate in a joint effort with TBR and other TTC's to conduct a feasibility study to measure impact on name enhancement.

**Timeline:** 2006

**Facilitator:** Director

**Strategy: Gain support from the TBR Board, Chancellor, and legislators for a name change.**

**Task:** TTCM will meet with legislators to gain support for name change.

**Timeline:** July 2005

**Facilitator:** Director

**4. Objective: Develop a statewide image improvement plan by working with Board members.**

**Strategy: Utilize the enhanced image to work with legislators, congressmen, and business and industry leaders.**

**Task:** TTCM will utilize the enhanced state image to launch a campaign that continues to foster the support of legislators, congressman and business and industry leaders.

- Provide legislators with TTCMemphis economic impact study.
- Develop multimedia information strategy to inform legislators.

**Timeline:** Continuous

**Facilitator:** Director

**5. Objective: Secure an interstate highway sign for each TTC.**

**Strategy: 2005-06 Post signs**

**Task:** TTCM will develop an operational plan to secure an interstate highway sign.

- Garner support of The Memphis Chamber of Commerce.
- Seek support of Memphis Convention and Visitor's Bureau.
- Identify and contact the appropriate legislators.

**Timeline:** 2005-2007

**Facilitator:** Director

**Evaluation:** Installation of Sign-2007

**6. Objective:** Increase media contacts and exposure to public service announcements.

**Strategy:** Utilize the TTC highlights to submit local PSA's (Public Service Announcements) for each Center.

**Task:** TTCM will continue to disseminate TTC highlights via:

- Tech Times
- Website.
- Local media.
- Community based affiliations.
- Program affiliates.
- Expansion of media contacts to include county and tri-state area.

**Timeline:** Quarterly

**Facilitator:** Public Relations

**Strategy:** Provide training for writing and contacting outlets for PSA's.

**Task:** TTCM will participate in state sponsored training and pursue additional resources.

- Enhance duties of public relations staff.

**Timeline:** July 2006

**Facilitator:** Public Relations

**Strategy:** Enhance TTC Board Office and local Centers' websites.

**Task:** TTCM, in collaboration with TBR information technology, will ensure the enhancement of the center website.

- Conduct an informational technology needs assessment for website.
- Review and upgrade website.
- Provide necessary additional training for information technicians.

**Timeline:** Continuous

**Facilitator:** Information Technology

**Evaluation:** Utilize tracking system to monitor increase in media exposure

**7. Objective:** Improve the professional image of the Centers through recruiting, retaining, and developing faculty and staff members.

**Strategy: Develop dress code and standards for directors, staff, and faculty.**

**Task:** TTCM will review dress code and standards for staff, and faculty.

- TTCM will encourage compliance with dress code.
- TTCM will monitor and evaluate adherence to dress code.

**Timeline:** July 2005

**Facilitator:** Assistant Director

**Strategy: Increase the number of faculty and staff attending and presenting at professional meetings and workshops.**

**Task:** TTCM will increase the number of faculty and staff attending professional meetings.

- Will mandate the minimum requirement for professional organization membership for each staff person. (minimum-1)
- Develop communications practices that will facilitate faculty presentation.
- Identify additional resources to promote excellence in faculty presentation.

**Timeline:** July 2006 and thereafter annually

**Facilitator:** Assistant Director

**Strategy: Provide customer service training for faculty and staff yearly.**

**Task:** TTCM will continue to provide customer service training for faculty and staff as needed.

- Create customer satisfaction survey tool.
- Implement and assess needs.
- Develop customer service training to reflect survey response.
- Include customer service training in new employee orientation.
- Continue to provide customer service training during local in-service.
- Display customer service vision statement throughout campus.

**Timeline:** July 2005

**Facilitator:** Assistant Director

**Evaluation:** Monitoring of Survey Tool

**Goal: 2. The TTCs will increase collaboration linkages with government agencies (EDC, LWD) to meet the needs of workforce training and development, attract and retain business and industry, and respond to future economic trends.**

**1. Objective: Increase the partnership with the Workforce Investment Board to enhance training opportunities for the TTC Centers.**

**Strategy: Increase the total WIA expenditures to TTCs by 5% annually.**

**Task:** Provide continuous strong support for WIA.

- Strengthen our relationship with LWIA Board.
- Respond to local and state WIA initiatives to reflect opportunities to initiate class groups.
- Increase number of workforce development training sessions for WIA.
- Continue to work closely with the Memphis Chamber of Commerce to develop, attract and retain business and industry and respond to future economic development trends.
- Analyze current and past expenditures.
- Increase the number of ITA's (Individual Training Accounts).

**Timeline:** Continuous

**Facilitator:** Assistant Director

**Evaluation:** Pre and Post Measurement

**2. Objective: Develop a master plan for capital outlay and capital maintenance amounts to address training needs and waiting lists.**

**Strategy: Each TTC will submit annually capital outlay and capital maintenance projects as needed.**

**Task:** TTCM will continue to participate in required training for capital outlay and maintenance projects to effectively prepare and submit annual requests.

- Submit at least one (1) capital outlay project – June, 2006.
- Develop a capital projects list for annual submittal.
- Develop and submit capital maintenance projects.
- Develop campus master plan.

**Timeline:** July 5, 2005 and continuous.

**Facilitator:** Assistant Director

**Evaluation:** Submittal of Capital Maintenance Project

**Goal: 3. The TTCs' will demonstrate leadership in the development and implementation of school –to-college (P-16) and other articulation and transfer initiatives to enhance the quality of life for all Tennesseans.**

**1. Objective: Embrace P-16 Council as a viable partnership for preschool through college.**

**Strategy: Each director will serve as a partner on the P-16 Council in their respective region.**

**Task:** The TTCM Director will continue membership on the P-16 Council.

- Promote and facilitate appropriate exchange of information among partners.
- The director or his designee will attend all meetings.

**Timeline:** Current and continuous

**Facilitator:** Director

**Strategy: TTCs host at least one P-16 meeting annually.**

**Task:** TTCM will request that one meeting per year be held on the Technology Center campus.

**Timeline:** 2006

**Facilitator:** Director

**Strategy: Involve faculty and staff in P-16 activities and initiatives.**

**Task:** Promote an understanding of the roles and responsibilities of the P-16 Council.

- Involve appropriate faculty and staff in specific activities of the P-16 Council.
- Work collaboratively with educational partners in the P-16 Council.

**Timeline:** July 2006

**Facilitator:** Director

**Evaluation:** Documentation of Participation

**2. Objective: Develop in cooperation with the State Department of Education staff specific articulation agreements in all applicable TTC program areas.**

**Strategy: Involve secondary and post-secondary faculty members in the articulation process.**

**Task:** TTCM will improve collaboration with secondary institutions.

- Identify corresponding secondary programs in respective program areas.
- Seek reciprocal membership on advisory boards.
- Host at least one Tech Prep meeting yearly.
- Host at least one secondary advisory meeting yearly.
- Continue to develop seamless path for matriculation of high school students.

**Timeline:** 2006

**Facilitator:** Assistant Director

**Strategy:** Disseminate articulation information to advisory committee members, community members, and high schools, etc.

**Task:** TTCM will disseminate articulation information to advisory committee members, community members, and high schools, etc.

- Promote awareness of articulation agreements via external and internal media exposure.
- Strengthen collaboration with educational and community partners.
- Initiate public forums.
- Continue to promote the transfer of Tech Prep students.

**Timeline:** Continuous

**Facilitator:** Assistant Directors

**Strategy:** Increase number of students entering the TTCs utilizing the statewide articulation agreements by 5% annually.

**Task:** TTCM will develop strategies to increase education to career strategies that encourage high school students to enter technical programs.

- Tech Prep.
- School-to-Work.
- Career academy projects emphasis with Memphis City Schools

**Timeline:** Annually

**Facilitator:** Student Services Manager

**Strategy:** Inform staff of articulation agreements.

**Task:** TTCM will continue faculty and staff integration level of articulation via:

- Local In-service.
- General Advisory Meetings.
- New Employee Orientation.

- Internal Media.

**Timeline:** Current – 2010

**Facilitator:** Assistant Director

**Strategy:** Increase the number TTC faculty and staff members on the secondary advisory board committees.

**Task:** TTCM will increase membership of faculty and staff on secondary advisory board committees.

- Increase the level of integration and cooperation with the secondary education system.
- Continue to host local, regional, and statewide secondary events.
- Provide mentoring opportunities for secondary teachers.

**Timeline:** Current and continuous

**Facilitator:** Assistant Director

**Evaluation:** Document Participation

## ACCESS TO LEARNING

**Goal: 1. The TTCs will increase the overall rate of participation among Tennesseans.**

**1. Objective: Increase fulltime student headcount per year by 5%.**

**Strategy: Increase fulltime programs and supplemental programs at each Center**

**Task:** TTCM will increase its fulltime and supplemental programs.

- Sanction an on-going marketing team to develop a recruitment plan and coordinate recruitment activities.
- Position TTCM in an appropriate niche within the Memphis/Shelby/Fayette county market that signifies a specialty for which it is known.
- Coordinate with internal and external programs such as the ACT center, WIA, YO Memphis, DHS, Literacy Council and others to insure a positive transition into technical programs.
- Promote outsource services such as co-ops and externships and other functions with potential employers.
- Assist with the delivery of quick start workforce training for new, existing and expanding businesses and industries with new technology needs.
- Become more involved with the education-to-career strategies, such as those used in the Tech Prep, School-to-Work and Career Academy projects that encourage high school students to enter technical programs.
- Promote career planning assistance.

- Structure Machine Tool Technology programming to include special emphasis on medical implant devices, i.e.
- Structure Aviation to include non-destructive inspection and testing to include special emphasis on advanced sheet metal composite repair.
- Develop response to business and industry needs for biomedical technology.
- Expand contacts to include a more diversified population.
- Develop and study feasibility of CEU courses and certification review for various programs.

Tennessee Technology Center at Memphis Five-Year Plan: Enrollment, Hours and FTE  
(Full-Time Equivalency)

Year	Total	Full-Time	Part-Time	Clock Hours	FTE
2005-06	4,000	3,000	1,000	1,144,000	1,271
2006-07	4,200	3,150	1,050	1,201,200	1,335
2007-08	4,400	3,300	1,100	1,258,400	1,398
2008-09	4,640	3,480	1,160	1,327,040	1,474
2009-10	4,860	3,645	1,215	1,389,960	1,544

**Timeline:** 2005 – 2010

**Facilitator:** Assistant Director/Student Services Manager

**2. Objective:** Enhance the registration process for the Centers to make it more student friendly.

**Strategy:** Add credit card payment options for students.

- Task:** TTCM will continue to offer and improve credit card options for students.
- Deliberate with database management affiliate & banking institution.
  - Train business office personnel.
  - Add online payment options through center website.

**Timeline:** July 2007

**Facilitator:** Coordinator of Finance and Personnel

**Strategy:** Implement an advanced statewide information technology system.

- Task:** TTCM will collaborate with TBR to implement an advanced information technology system.
- Host regional meetings with information technology group.
  - Hold state-wide in-service with information technology group.

**Timeline:** July 2006

**Facilitator:** Information Technology

**Strategy:** Add online registration to each Center’s website.

**Task:** TCCM will add online registration.

- Formulate a plan to add on-line registration.
- Train staff personnel.
- Implement plan.

**Timeline:** July 2007

**Facilitator:** Information Technology/Coordinator of Finance and Personnel

**3. Objective:** Increase the number of students entering non-traditional program areas by 5% annually.

**Strategy:** Set benchmark for 18-21 age students based on 2004-05 enrollments.

**Task:** TCCM will set benchmark for 18-21 year old students based on 2004-05 enrollments.

- Conduct demographic study for concentrated market.
- Set benchmark.
- Develop partnerships with agencies that cater to clients seeking non-traditional training.
- Promote non-traditional programs to a non-traditional population, i.e. Hispanics.

**Timeline:** July 2006

**Facilitator:** Student Services Manager

**2. Objective:** Increase the enrollment of 18-21 year old students.

<u>Year</u>	<u>Total</u>
2005-06	664
2006-07	697
2007-08	732
2008-09	768
2009-10	807

**Strategy: Increase enrollment of 18-21 year old students system-wide by 20% by 2010.**

**Task:** TTCM will increase enrollment of 18-21 year old students by 5% by 2010.

- Continue partnership with Memphis/Shelby/Fayette County School System's Tech Prep Program.
- Collaborate with Faith-Based Initiatives and youth groups.
- Continue recruitment campaign with emphasis on 18-20 year olds.

**Timeline:** Continuous – 2010

**Facilitator:** Student Services Manger

**Evaluation:** Validate Increased Enrollment

**Strategy: Establish a database to track dual enrolled students.**

**Task:** TTCM will conduct feasibility of shared database to track dual enrolled students.

**Timeline:** 2007

**Facilitator:** Records Clerk

**Strategy: Participate in college fairs and career day/nights for high school students.**

**Task:** TTCM will continue to participate in college fairs and career day/nights for high school students

- Minimum of 20 events yearly.

**Timeline:** Current and continuous

**Facilitator:** Student Services Manager

**Strategy: Host promotional events for high school students and parents.**

**Task:** TTCM will continue to host promotional events for high school students and parents:

- Health Occupations Students of America (HOSA).
- High school career fairs.
- High school health fairs.
- Skills USA

**Timeline:** Current and Continuous

**Facilitator:** Student Services Manager

**Strategy: Participate in Skills USA events.**

- Host Local Competition.
- Host Regional Competition.
- Host State-Wide Competition.
- Encourage TTCM student participation in post secondary competition.

**Task:** TTCM will continue to participate in Skills USA events

**Timeline:** Current and continuous.

**Facilitator:** Student Services Manager/Public Relations

**Strategy: Promote the availability of Wilder-Naifeh Technical Skills Grants for high school students.**

**Timeline:** Continuous

**Facilitator:** Student Services/Public Relations

**Task:** TTCM will continue to promote the availability of Wilder-Naifeh Technical Skills Grants for high school students.

- Continue to disseminate flyers and brochures.
- Hold community forums.
- Continue to develop multi-media information strategy.

**Timeline:** Continuous

**Facilitator:** Student Services Manager/Public Relations

**Strategy: Increase program offerings for dislocated workers by 5%.**

**Task:** TTCM will continue to collaborate with TDOL to identify and offer training for dislocated workers.

- Promote awareness of training and funding options for dislocated workers.
- Provide strong leadership, support services, and seek opportunities to expand and enhance these services.
- Offer career assessments.

**Strategy: Each Center will increase evening program offerings by 5% annually.**

**Task:** TTCM will increase evening program offerings by 5% annually.

- Survey the need for additional evening offerings.
- Secure funding to increase evening program offerings.

**Timeline:** July 2005 - 2010

**Facilitator:** Assistant Director

**Strategy:** Each Center will increase the number of dual enrolled students by 5% annually.

**Task:** TTCM will increase the number of dual enrolled students by 5% annually.

- Special emphasis on the following areas:  
Aviation Mechanics.  
Machine Tool Technology.  
Automotive Technology.

**Timeline:** July 2005 – 2010

**Facilitator:** Assistant Directors

**Strategy:** Increase program offerings designed for senior citizens by adding one new class per year at each Center.

**Task:** TTCM will increase program offerings designed for senior citizens by adding one new class per year at each Center.

- Assess needs and interests of senior citizens.
- Implement an aggressive recruitment plan.
- Promote awareness of financial support to meet the training needs.

**Timeline:** July 2005 – 2010

**Facilitator:** Assistant Director

**Strategy:** Increase services designed for students needing English as a second language by providing ESL training to student services personnel, faculty, and administrators.

**Task:** Provide coordinated support for national and international student population through affiliated organizations:

- Catholic Charities.
- The Latino Connection.
- Memphis City Schools.
- Develop plan to provide ESL training to student services personnel, faculty, & administration.

**Timeline:** 2007

**Facilitator:** Assistant Director

**Goal: 3. The TTCs will increase programs through the development and implementation of flexible, convenient, and responsive delivery methods.**

**1. Objective: TTCs will increase the number of online offerings by 5% statewide.**

**Strategy: Add statewide Business System Technology online by January 2007.**

**Task:** Collaborate with TBR to implement statewide Business System Technology online.

**Timeline:** July 2007

**Facilitator:** Assistant Director

**Strategy: Add Introduction to Avionic Electronics.**

**Timeline:** July 2008

**Facilitator:** Assistant Director

**2. Objective: Increase online enrollments 10% system wide per year so that on-line represents a minimum of 10% of total hours generated by expanded offerings at the end of the planning period.**

**Strategy: Add components of Practical Nursing and other Allied Health offerings online.**

**Task:** TTCM will collaborate with other TBR institutions to add the following program components online:

- Practical Nursing: A & P, Vocational Relationships and Nutrition.
- Dental Laboratory Technology: Tooth Morphology and Oral Anatomy.
- Surgical Technology: Medical Terminology and Vocational Relationships.

**Timeline:** January 2008

**Facilitator:** Assistant Director

**Strategy: Add components of Industrial Maintenance /Electronics as online offering.**

**Task:** TTCM will collaborate with other TBR institutions to add components of Industrial Maintenance /Electronics

**Timeline:** January 2008

**Facilitator:** Assistant Director

**Strategy: Add components of Automotive Technology as online offering.**

**Task:** TTCM will collaborate with other TBR institutions to add components of Automotive Technology online.

**Timeline:** July 2006

**Facilitator:** Assistant Director

**3. Objective: Develop and implement online components in 50% of the program areas.**

**Task:** TTCM will begin to review the feasibility of additional on-line program offerings to comply with the 50% statewide request.

- Establish in-house review committee
- Implement Committees Recommendations

**Timeline:** July 2007-10%; July 2009-10%; 2010-20%

**Facilitator:** Assistant Director

**Strategy: Develop and implement online learning modules in 50% of the program areas as alternative teaching aids.**

**Task:** TTCM will begin to review the feasibility of additional on-line program offerings to comply with the 50% statewide request.

- Establish in-house review committee.
- Conduct review.

**Timeline:** July 2010

**Facilitator:** Assistant Director

**Evaluation:** COE Approved Program Inventory

## QUALITY

**Goal: 1. The TCCs will document the quality of their educational programs and the attainment of student outcomes through the development of a systematic process for assessment and use of assessment results for improvement.**

**1. Objective: Pursue accreditation or certification for all TTC programs that are eligible.**

**Strategy: Increase TTC graduates with national or industry certifications by 5 % or greater. (This will be determined by each Center based on actual program offerings and current numbers.)**

**Task:** TTCM will continue to offer service delivery modules to ensure students credentialing opportunities.

**Timeline:** July 2006

**Facilitator:** COE Coordinator

**Evaluation:** Annual Documentation of program accreditations and certification

<b>EXISTING CREDENTIALLED PROGRAMS</b>	<b>CREDENTIALING AGENCY</b>	<b>FUTURE ADDITIONS</b>
Aircraft Maintenance Tech	Federal Aviation Authority (FAA)	
Auto Body Technology	Automotive Service Excellence (ASE) National Automotive Technician Educational Foundation (NATEF) Industry Collision of Autobody Repair (ICAR)	Welding – July 2006
Automotive Technology	Automotive Service Excellence (ASE) National Automotive Technician Educational Foundation (NATEF)	Diesel Mechanics – July 2006
Barbering	Tennessee Board of Barbering	
Cosmetology	Tennessee Board of Cosmetology	
Dental Assisting	Dental Assisting National Board American Dental Association	
HVAC	HVAC Excellence	
Medical Assisting	American Association of Medical Assistants	
Nursing Assisting	Tennessee Board of Nursing Assisting	
Pharmacy Technology	American Society of Health Systems Pharmacists (ASHP)	
Practical Nursing	Tennessee Board of Nursing	
Surgical Technology	Commission on Accreditation for Respiratory Care of the American Medical Association – (CAAHEP)	
Truck Driving	Professional Truck Driving Institute (PTDI)	

**2. Objective: Survey students and alumni annually to ensure that TTCs are providing high quality programs and services.**

**Strategy: Set benchmarks for quality standards.**

**Task:** TTCM will ensure, as a minimum standard, adherence to mandated program certifications and accreditation guidelines.

- Tennessee Board of Regents.
- Council on Occupational Education.
- Program affiliated Certification and Accreditation Boards.

**Timeline:** Current and Continuous

**Facilitator:** Student Services Manager

**Evaluation:** Submission of Annual Alumni Survey

**3. Objective: Achieve 100% certification of TTC instructors in applicable programs during the planning period.**

**Strategy: TTCM will require certification as prerequisite to employment.**

**Task: Modify job description to reflect certification requirement.**

- Require current instructors to seek certification.
- Monitor maintenance of certification of current staff.
- Support faculty in updating knowledge in their discipline.
- Incorporate certification as employee performance measure.

**Timeline:** July 2005

**Facilitator:** Assistant Director

**Evaluation:** Annual Employee Evaluation

**4. Objective: Survey employers annually to improve the preparedness of graduates.**

**Strategy: TTCM will continue to administer TBR Annual Employer Survey Form.**

**Task:** TTCM will continue to evaluate and implement improvements recommended on survey response.

- Job-Related Technical Knowledge & Theory.
- Technical Skills.
- Work Quality.
- Work Attitude.
- Overall Preparation for the Job.

**Timeline:** Current and continuous

**Facilitator:** Student Services Manager

**Evaluation:** Annual Employer Survey

**5. Objective:** **Increase active participation of business and industry members on craft advisory committees.**

**Strategy:** TTCM will continue to seek active participation of craft advisory committee members.

**Task:** TTCM will develop better communications and volunteer opportunities for craft advisory committees.

- Increase representation of program advisory committee to include a more diverse representation of Memphis/Shelby/Fayette County business community.
- Continue to elicit feedback from craft advisory committee members.
- Formally recognize contributions of advisory members to program areas.

**Timeline:** Current and continuous

**Facilitator:** Assistant Director

**Evaluation:** Document Participation

**Goal: 2. The TTCs will recruit, retain, and develop highly qualified faculty and staff.**

**1. Objective:** **Recruit faculty with 3 years of experience in field and/or with industry credentials as appropriate.**

**Strategy:** **Review and revise the TTC promotion and tenure policies to include 18 hours of professional development courses offered through Regents Online Degree Program required to reach the intermediate teaching level.**

**Task:** Ensure, as a minimum, adherence to the TBR promotion and tenure policies.

- Monitor inclusion of performance expectation for promotion to intermediate level.
- Mandate 18 hours of professional development offered by TBR online through Regents Online Degree Program
- Explore options with Memphis City Schools Teaching Academy.

**Timeline:** January 2008

**Facilitator:** Assistant Director

**Evaluation:** Validate experience in specific field

**2. Objective: Retain faculty with a system orientation program and yearly evaluations based on enrollment, completion, and placement.**

**Strategy:** TTCM faculty will be retained based on their ability to comply with program enrollment, completion, and placement guidelines as related to the following agencies:

- Council on Occupational Education Standards.
- Tennessee Board of Regents.

**Timeline:** Current and Continuous

**Facilitator:** Assistant Director

**Evaluation:** Annual COE requirements

**3. Objective: Establish mentoring opportunities for faculty and staff.**

**Strategy: The associate degree will be the minimum level credential for faculty promotion to the 3rd level for TTC faculty.**

**Task:** Ensure, as a minimum standard, that TTCM faculty meet associate degree level for promotion to 3<sup>rd</sup> level.

**Timeline:** July 2005

**Facilitator:** Assistant Director

**Strategy: Review each faculty and staff member annually at each Center.**

**Task:** TTCM will continue to administer annual evaluations.

- Quarterly Student Opinion Survey.
- Yearly Annual Evaluations.
- Exit Interview.

**Timeline:** Current and continuous

**Facilitator:** Director/Assistant Director

**Strategy: Promote and fund the TTC Leadership Program and annual in-service opportunities.**

**Task:** TTCM will continue to promote and fund TTCM Leadership Program and annual in-service opportunities.

- Advise faculty and staff

**Timeline:** July 2006

**Facilitator:** Director

**Goal 3. : The TTCs will provide ongoing improvement of services that support student learning and development.**

**1. Objective: Provide professional development opportunities and tie into promotion and tenure plan.**

**Strategy: Develop system-wide training programs on classroom management and curriculum development.**

**Task:** TTCM will make available to instructional staff a substantial knowledge base on classroom management and curriculum development.

- Develop operational plan to identify areas of weakness.
- Provide local in-service, State in-service, online courses.
- Work with University of Memphis to develop resources on classroom management.

**Timeline:** Current and continuous

**Facilitator:** Assistant Director

**Evaluation:** Document participation

**2. Objective: Provide a statewide student worker characteristic program to better prepare students for the workplace.**

**Strategy: Implement a statewide worker characteristic program by January 2006.**

**Task:** TTCM will collaborate with other TTC's to develop and implement a statewide worker characteristic program.

**Timeline:** January 2006

**Facilitator:** Assistant Director

## RESOURCEFULNESS

**Goal 1. :** The TTCs will increase support for institutional facilities, equipment, technology resources, and scholarships through the development of new sources of funding and entrepreneurial or collaborative public and private partnerships.

**1. Objective :** Cultivate and integrate the TTC Foundation into each TTC using the General Advisory Committee on creating a Foundation committee.

**Strategy:** Increase donations both in kind and cash by 50% and 100% respectively by 2010.

**Task:** TTCM will increase donations both in kind and cash by 50% and 100% respectively by 2010.

- Seek donations from individual program advisory boards and business/industry
- Successfully wage a capital campaign and annual fundraiser
- Develop a planned giving program (Arbitrage)
- Expand ACT Center
- Increase number of special industry contracts

**Timeline:** Continuous

**Facilitator:** Public Relations

**Evaluation:** Increase cash donations in 2005-\$50,000-Annually  
2010-100,000-Annually

**2. Objective:** Increase alternative sources of support.

**Strategy:** Conduct two grant-writing workshops annually.

**Task:** TTCM will participate in statewide grant writing workshops:

- Attend a minimum of two (2) grant-writing workshops per year.
- Participate in city, county, and state-wide grant-writing workshops

**Timeline:** Current and continuous.

**Facilitator:** Public Relations

**Evaluation:** Document new sources

**Strategy: Write and submit at least two grant applications by each Center annually.**

**Task:** TTCM will continue to write and submit a minimum of two grant applications annually.

**Timeline:** Annually

**Facilitator:** Grants Coordinator

**3. Objective: Partner with regional Centers or lead institutions for bond issues, equipment needs, or purchasing power (node concept).**

**Strategy: Revise lead institution guidelines by June 2006 to add emphasis on partnerships within the Board of Regents institutions within their region.**

**Task:** TTCM will revise quarterly meeting concept between TBR institutions within the region

- Develop subgroups as necessary to share future projected equipment expenditures and purchasing of materials.

**Timeline:** June 2006

**Facilitator:** Director

**Goal 2. : The TTCS will demonstrate the effective and efficient use and management of physical, financial, human and information resources.**

**1. Objective: Study the efficiency with which facilities are being utilized.**

**Strategy: TTCM will develop a research committee to study the efficiency with which the facility is being utilized.**

**Task:** TTCM will periodically review or analyze the use of facilities to maximize efficiency.

**Timeline:** July 2006

**Facilitator:** Assistant Director

**Evaluation:** Published Findings

**2. Objective: Increase capital money specific to equipment.**

**Strategy: Provide system-wide training for capital projects funding.**

**Task:** TTCM will attend system-wide training for capital project funding.

**Timeline:** July 2005

**Facilitator:** Coordinator of Physical Plant

**3. Objective: Accelerate the TTCs equipment replacement.**

**Strategy: TTCM will develop a strategy to accelerate the replacement of equipment.**

**Task:** TTCM will partnership with local companies to augment planned equipment replacement.

- Endowment loan program for new state-of-the-art equipment.
- Short-term loan of equipment to satisfy training objectives.

**Timeline:** January 2006

**Facilitator:** Assistant Director

**4. Objective Provide the expertise for the statewide implementation of advanced information technology system.**

**Strategy: Provide a TBR staff person to negotiate a statewide agreement for the financial aspect of an advanced information technology system with lead institutions.**

**Task:** TTCM will cooperate with TBR in the negotiation of technology services contract.

**Timeline:** July 2005

**Facilitator:** Director

**Strategy: TTC Central office staff will meet at least monthly with System Chief I information Officer to coordinate TTC's role in the advanced information system.**

**Task:** TTCM will provide pertinent data and host regional meeting.

- Keep current and implement information technology.
- Research and share innovations.

**Timeline:** July 2006

**Facilitator:** Information Technology

**Strategy: Provide staff training at each Center for the implementation of the advanced information technology system.**

- Task:** TTCM will participate in the dissemination and the application of advanced information technology.
- Include information technology support for instructional staff.
  - Ensure all faculty and staff are competent and confident in use of technology for teaching and data recording.

**Timeline:** July 2006

**Facilitator:** Information Technology

**Strategy:** **Seek funding sources for advanced information technology system.**

- Task:** TTCM will seek funding sources for advanced information technology system
- Identify and secure public and private grants.
  - Implement a strong capital campaign through the Foundation.
  - Research federal funding options.

**Timeline:** July 2005

**Facilitator:** Director

**3.The TTCs will increase efficiency and effectiveness through the reduction of obstacles to cooperation and collaboration among post secondary institutions.**

**1. Objective:** **Improve lead institution communications.**

**Strategy:** **Conduct a minimum of four meetings with lead institutions with dates, agendas, and measurable outcomes documented.**

**Task:** TTCM will participate in meetings with lead institutions to facilitate improved communications.

**Timeline:** Continuous

**Facilitator:** Director

**Evaluation:** Validate Meetings

**2. Objective:** **Develop a “node concept” between lead institution and the technology centers to collaborate on bond issues and program offerings.**

**Strategy:** **TTCM will work expeditiously with other post secondary institutions in our region to develop a seamless process relating to purchasing, space utilization and other in-kind services.**

- Maintain open communication with educational partners.
- Participate in departmental meetings.
- Cooperative buying.
- Partner with regional post secondary institutions to facilitate class scheduling.

**Timeline:** Continuous

**Facilitator:** Director

**Evaluation:** Document Participation

**3. Objective:** Improve communication with TTC's in your service area.

**Task:** TTCM will strive to improve communications.

- Host regional IT meetings for Technology Centers.
- Continue to hold quarterly meetings.
- Involve more department heads in service area meetings.

**Timeline:** Continuous

**Facilitator:** Director

**Evaluation:** Document Participation