



COMMUNITY STUDENTS EMPLOYEES



TRIDENT TECHNICAL COLLEGE
2023-2028 STRATEGIC PLAN

Mission Statement

Mission

Educate the individual. Accelerate the economy. Inspire the future.

Values

Integrity

Respect

Student achievement

Academic excellence

Academic freedom

Excellence in customer service

Diversity, equity, and inclusion

Accessibility

Affordability

Innovation

Collaboration

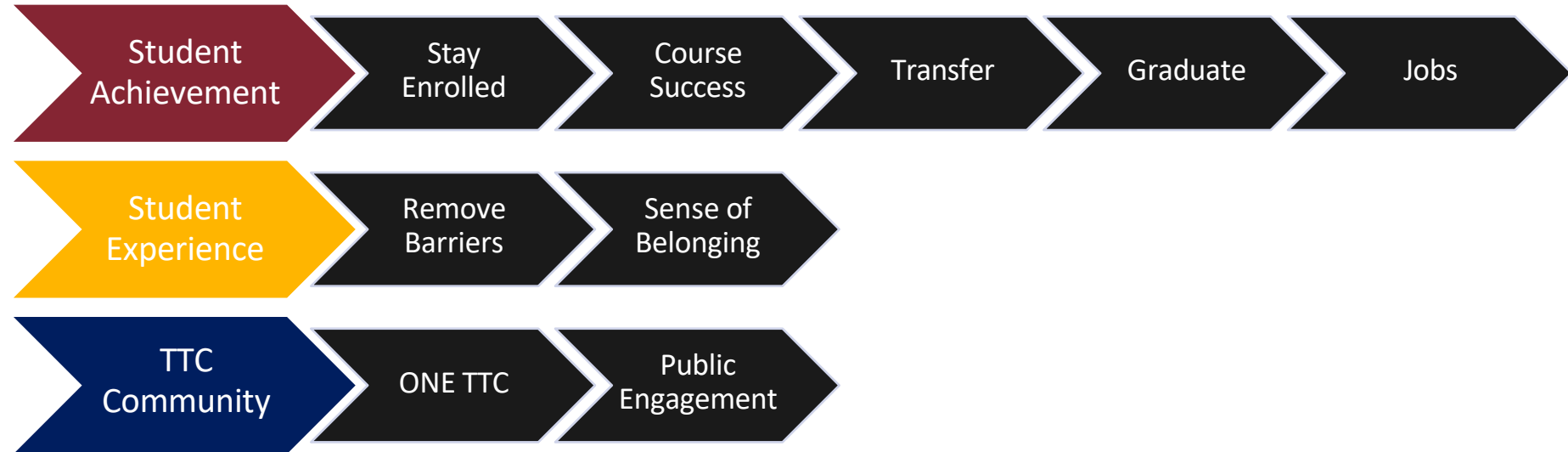
Community engagement

Role and Scope

Trident Technical College is a public, two-year, multi-campus community college that provides quality education and promotes economic development in Berkeley, Charleston and Dorchester counties. An open-door institution of higher education, and one of the largest institutions in the state, Trident Technical College welcomes and serves students from the rich variety of backgrounds in its service area.

To help students meet their goals, the college offers applied technical associate degrees, diplomas, certificates, and university transfer associate degrees. The curriculum includes programs in arts and sciences; business; culinary and hospitality; education; engineering and manufacturing; health, human and personal services; information technology; law and criminal justice; maintenance and technical trades; and media and visual arts. Additionally, the college offers high school dual enrollment partnerships, apprenticeship programs, customized workforce training, and personal enrichment opportunities. To foster student success, the college provides multiple course delivery methods and comprehensive academic and student support services.

Three Themes



Student Achievement



Goal 1: Help students stay enrolled

Actions

- ✓ Participate in Strategic Enrollment Plan (RNL)
- ✓ Train employees on Navigate
- ✓ Explore predictive analytics
- ✓ Implement stackable credentials
- ✓ Improve academic advising
- ✓ Involve career counseling holistically
- ✓ Increase embedded librarians
- ✓ Embed tutors into math courses
- ✓ Educate students on FA information



Goal 2: Help students successfully complete classes

Actions

- ✓ Explore co-requisite model for math and English
- ✓ Emphasize student-centered teaching
- ✓ Promote QM/QEP best practices
- ✓ Focus on equitable grading practices



Goal 3: Help students meet their transfer goal

Actions

- ✓ Promote existing 2+2 programs
- ✓ Increase 2+2 programs
- ✓ Improve academic advising
- ✓ Educate students on FA information specific to transfer



Goal 4: Help students graduate

Actions

- ✓ Develop new outreach to former students
- ✓ Explore guided pathways
- ✓ Focus on FTF success in math and English



Goal 5: Help students get jobs after graduation

Actions

- ✓ Integrate job skills into curriculum
- ✓ Connect students to employment resources
- ✓ Expand and centralize employment resources
- ✓ Partner with local employees for student internships
- ✓ Increase direct pathways from TTC credential to employer



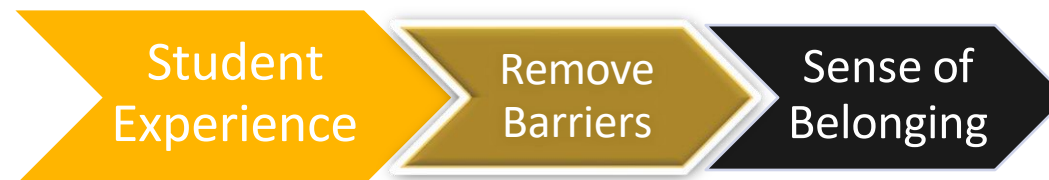
Student Experience



Goal 1: Remove barriers to meaningful student experiences

Actions

- ✓ Implement new SaaS ERP system
- ✓ Collect student feedback on point-in-time experiences
- ✓ Reform student onboarding
- ✓ Address technical/user issues with Navigate
- ✓ Explore a phone/web-based application to connect student platforms
- ✓ Train Helpdesk employees on student password reset
- ✓ Support call center with more hires and equitable pay
- ✓ Expand Chatbot knowledge base
- ✓ Connect students with peer mentors
- ✓ Redesign website
- ✓ Remind employees of website change form



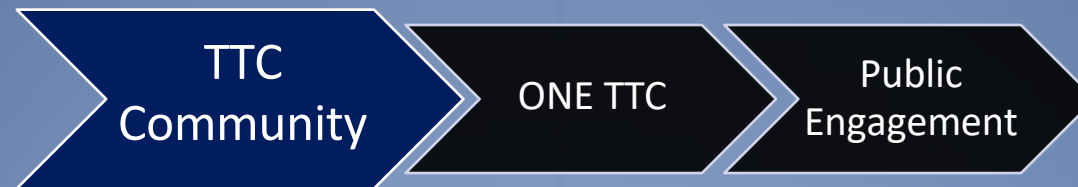
Goal 2: Ensure that all students are welcomed, respected, and valued to create a sense of belonging

Actions

- ✓ Participate in system-wide DEI strategic plan
- ✓ Re-evaluate what, how, and when current student support services and academic classes are offered and ensure student demand is being met
- ✓ Provide central wrap-around support services
- ✓ Develop cross curricula events and teaching
- ✓ Offer family-friendly campus events
- ✓ Create student hangout spaces
- ✓ Provide opportunity to interact with college Leadership
- ✓ Support student interest-based clubs
- ✓ Explore childcare support options



TTC Community



Goal 1: Build ONE TTC

Actions

- ✓ Implement employee satisfaction survey
- ✓ Encourage employee participation at campus events
- ✓ Create a calendar for all campus events
- ✓ Reset to get back to basics and improve employee morale and buy-in
- ✓ Use “employees” instead of “faculty/staff” when appropriate
- ✓ Create a centralized location for employees to share work-related information
- ✓ Offer cross-divisional work opportunities to foster sense of understanding across the college
- ✓ Restructure Leadership Cabinet
- ✓ Provide more PD and training opportunities
- ✓ Create a hiring repository
- ✓ Reduce “red tape” in HR processes
- ✓ Explore competitive pay and additional benefits



Goal 2: Increase and enhance public (external) events and awareness

Actions

- ✓ Explore mascot
- ✓ Increase public awareness of programs offered
- ✓ Market pathways from high school to TTC and beyond
- ✓ Redesign website
- ✓ Increase marketing budget
- ✓ Hold enrollment event – food and music!
- ✓ Place TTC apparel and signage in community
- ✓ Provide employees' shirts they can wear in the community
- ✓ Hold campus events for the public

