

Strategic Plan

2021-2025



The North Georgia Technical College Strategic Plan for 2021–2025 provides direction and focus to all areas of the College. The plan includes College goals and initiatives essential to providing our students and community with exceptional services and educational opportunities.





President's Message

The North Georgia Technical College 2021-2025 Strategic Plan reflects our mission to educate and train students to provide a strong workforce for our communities. Our initiatives strive to push our college forward to serve more people as well as businesses and industries to strengthen our workforce. We are pleased that the development of this plan originated from ideas gathered from all of our employees, boards and communities and reflects progressive means of reaching our ultimate goal – student success. I look forward to leading this college to the next level of instruction and service, and I look forward to achieving great milestones together with our faculty, staff and community.

Sincerely,

A handwritten signature in black ink that reads "John Wilkinson".

John Wilkinson
President, North Georgia Technical College



Mission Statement

North Georgia Technical College, a unit of the Technical College System of Georgia, is a residential, public, multi-campus institution of higher education serving the workforce development needs of Northeast Georgia. The college provides access to student focused occupational programs at the associate degree, diploma, and certificate levels; adult education; and customized business and industry training through traditional and distance education methodologies and college-wide services.

Purpose

The purpose of a strategic plan is to provide a framework for the college as it supports its mission over five years. It provides direction for growth, sustainability, operational planning and provides an opportunity for reflection on our progress towards institutional goals.

Process

North Georgia Technical College's Strategic Plan is a blueprint that charts the next phase of the College's future. In order to sustain existing institutional objectives and develop new goals, the President's Executive Team along with college faculty and staff began with a college wide review of its mission statement.

The development initially began in fall 2019 with a comprehensive local needs assessment to include community stakeholders representing business and industry, community-based organizations, parents, local workforce development boards, students, and K-12 school systems. The comprehensive needs assessment was conducted through a series of focus groups and surveys to provide input and insight into the needs of students within NGTC's service area.

The Office of Institutional Effectiveness along with the President's Executive Team analyzed data presented and decided to utilize the college's established 4DX teams (Trek to Success) to continue the process of developing the FY21–25 Strategic Plan. Therefore, 21 teams consisting of every NGTC faculty and staff member from across the college campuses participated in small group discussions focusing on three questions:

- What is the business of the college?
- What should our business be?
- What will it take to conduct our business in the future?

Additionally, local Board members and the Foundation Board of Trustees were surveyed to provide input on goals and objectives for the new strategic plan.

Data was compiled from all constituent input and the Office of Institutional Effectiveness worked with the 4DX Team Leaders and the President's Executive Team to develop the goals, objectives and strategic initiatives. The goals and objectives outlined in the FY21–25 Strategic Plan are comprehensive in that they include all major college functions such as technical education, adult education, economic development, community engagement and accountability.

The President's Executive Team finalized the Strategic Plan in December 2020. The Strategic Plan will help guide the College from fiscal years 2021 to 2025. Throughout the strategic five-year plan, objectives are evaluated annually and modified, if needed, to accommodate unforeseen circumstances or shifting priorities. At the end of the five-year plan a final summary will be conducted, and results will be used to begin the next strategic planning process.

Alignment with Goals of the Technical College System of Georgia



The mission of the Technical College System of Georgia is to build a well-educated, globally competitive workforce through technical education, adult education, and customized training for Georgia's businesses and industries.

TCSG Goal 1: Students

Provide quality, industry-driven education and training that prepares students to enter the workforce or continue their education.

TCSG Goal 2: Learning

Increase the adult literacy rate and the number of high school equivalency credentials among the population in the state of Georgia.

TCSG Goal 3: Financial

Provide customized workforce training for businesses and industries to remain competitive in today's global economy.



Strategic Plan Goals and Objectives

2021-2025

Education and Training

GOAL #1

Provide quality, industry-driven education and training with a focus on enrollment, degree production and job placement.

MEASURABLE OBJECTIVE 1

Increase enrollment by 3.5% from 3798 in AY20 to 3931 in AY24.

MEASURABLE OBJECTIVE 2

Increase graduates by 5% from 664 in AY20 to 697 in AY24.

MEASURABLE OBJECTIVE 3

Maintain job placement rate of 98% or higher.



GOAL #2

Create an environment of expectation for Adult Education to increase the adult literacy rate, the number of high school equivalency credentials, transition to college, and continuous integrated education training.

Adult Education

MEASURABLE OBJECTIVE 1

Serve 1000 students a year – improve program-wide measurable skills gain from 50% in 2020 to 55% in 2024.

MEASURABLE OBJECTIVE 2

Improve pass rate on the GED/HISET from 50% in 2020 to 75% in 2024.

MEASURABLE OBJECTIVE 3

Increase transition to postsecondary rate by 5% each year of the plan. (Based on total number of students who passed the complete GED/HISET battery).

MEASURABLE OBJECTIVE 4

Offer at least one continuous Integrated Education Training component per year. This will be offered in the community and will increase enrollment by 100 additional students per year.



Educational Programming

GOAL #3

Offer systematic, relevant, and responsive non-credit educational programming driven by community demographics and market needs to sustain and grow the communities we serve.

MEASURABLE OBJECTIVE 1

Increase total training hours by 5% from 30,000 hours in FY20 to 31,500 hours in FY24.

MEASURABLE OBJECTIVE 2

Increase individual companies served by 10% from 51 companies in FY20 to 56 companies in FY24.

MEASURABLE OBJECTIVE 3

Increase participants served by 10% from 4,178 participants in FY20 to 4,600 participants in FY24.

MEASURABLE OBJECTIVE 4

Maintain an Economic Development presence in all 8 counties of the NGTC service delivery area.

MEASURABLE OBJECTIVE 1

Serve 40% of the student population through student activities by increasing participation in online engagement, wellness activities, and various entertainment events on each campus.

MEASURABLE OBJECTIVE 2

Commit 3 academic programs or student organizations to participate in local community outreach activities each academic year.

MEASURABLE OBJECTIVE 3

Encourage 40% of faculty and staff to participate in community volunteer leadership roles of their choosing to represent NGTC each academic year.

Campus Life

GOAL #4

Increase engagement and enrich campus life through student activities, program outreach, and community involvement.

Customer Service

GOAL #5

Sustain a culture of service to our customers by promoting effectiveness and accountability of departmental programs and services.

MEASURABLE OBJECTIVE 1

Develop a Quality Enhancement Plan (QEP) that focuses on student success.

MEASURABLE OBJECTIVE 2

Demonstrate responsible and ethical stewardship of institutional resources entrusted to us by our community.

MEASURABLE OBJECTIVE 3

Commit to clear communication with college stakeholders.

MEASURABLE OBJECTIVE 4

Maintain 85% or higher customer satisfaction for internal and external customer service.





NORTH GEORGIA TECHNICAL COLLEGE

Blairsville

1212 Meeks Avenue
Blairsville, GA 30512
706-439-6300

Clarkesville

1500 Highway 197 North
PO Box 65
Clarkesville, GA 30523
706-754-7700

Currahee

9238 Highway 17 South
Toccoa, GA 30577
706-779-8100

northgatech.edu

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Pack.**