

**SACSCOC Strategic Plan
Action Plan Template**

GOAL 4: To ensure an efficient operation that advances the mission of the Commission				
Objectives	Indicators of Success	Action Steps	Time Frame	Status
<p>A. Develop and implement processes to improve efficiency and improve communication within and among all SACSCOC offices and functions</p>	<ul style="list-style-type: none"> • Reduction time spent in meetings • Consistency while preserving staff autonomy • Reduction in paper usage • Removal of backlogs and bottlenecks • Faster response times 	<ol style="list-style-type: none"> 1. Review all major operational processes for gaps and inconsistencies (e.g., tasks assigned to inappropriate department or level) inconsistencies, timing in communication (workload variations) <ol style="list-style-type: none"> a. Track flow of calls, letters b. Prioritize findings in terms of backlogs, bottlenecks, duplications, etc. 2. Explore receipt of all audits, substantive change submissions, and compliance certifications electronically [Overlaps with Technology Committee] 3. Review staff meeting content, purpose, and frequency 4. Use a Board book product to facilitate Executive Council meetings, staff meetings and staff in-service training 	<p>1-3. begin no later than Spring 2017</p> <p>3. Spring 2016 – as an in-service topic</p> <p>4. completed December 2015 for Board, planned January 2016 for staff</p>	<p>Budget request for consultant submitted</p>

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To ensure an efficient operation that advances the mission of the Commission

Objectives	Indicators of Success	Action Steps	Time Frame	Status
		5. Review policy writing and revision process – external involvement - BOT, PRAB, Chairs, surveys 6. Examine more consistent calendar for updates, changes, etc., to standard information sources 7. Evaluate possible software solutions to workflow problems	5. TBD – should be placed on these external agendas 6. TBD 7. See items 1-2 – and also see /technology Goal #5	
B. Implement succession planning that results from a study of the structure and staffing of the organization	<ul style="list-style-type: none"> • Smoother transitions following a retirement/resignation • Possible creation of clearer “pathways” from one level to another • Better match between job descriptions and evaluation of performance 	1. Each Director/unit head will develop an action plan addressing these concerns <ol style="list-style-type: none"> a. Review job descriptions and seek comment b. Examine possible “pathways” among internal jobs c. Seek support from an outside and impartial consultant/resource person 2. Form recommendations and share outcomes as a result of the study at staff meeting and with Executive Council [Subcommittee needed]	1. No later than Spring 2017. 2. Summer 2017	