Tri-County Technical College is a public, two-year community college dedicated to serving as a catalyst for the economic and lifelong development of the citizens of Anderson, Oconee, and Pickens counties through outstanding programs and unparalleled service. An open admissions institution with primary focus on teaching and learning, the College serves approximately 6,000 to 7,000 students through both on-campus and distance learning courses. The College grants certificates, diplomas, and associate degrees in technical, career, and transfer programs. The College also offers certificates in continuing education programs.

**MISSION**

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**VISION**

Tri-County Technical College will be the role model for community college education through dedication to high standards, a nurturing environment, community alliances, and innovative leadership.

**VALUES**

At Tri-County Technical College, we value:

INTEGRITY—respect for the dignity, equality, and potential of self and others in personal and professional interactions.

RESPONSIBILITY—accountability in personal, professional, community, and fiscal affairs.

ACCESSIBILITY—equal opportunity to advance professionally and personally in a clean, safe, stimulating, and aesthetically pleasing environment.

COLLABORATION—partnerships among students, faculty, staff, and community to promote open and effective communication, decision-making, and implementation of ideas and processes.

LEARNING—facilitation of intellectual and technical growth through commitment to continuous improvement and innovation.

I am pleased to present Tri-County Technical College’s newly adopted ten-year vision for 2010-2020: “Transforming Lives…Shaping the Community.” This document sets forth four major elements of our vision “to be the role model for community college education” and includes nine strategies for how we will achieve that vision. Shaped by our values and guided by our mission, it provides the direction we need to develop the plans that will serve as our road map on this journey.

Strategic planning is not new to the College; however, this is the first time we have developed a ten-year vision to guide us. Why now? Because we have experienced significant changes in recent years – changes in our college, our community, our nation, and our world. Here are some examples:

Our national and local economy has experienced a nearly historic decline over the last two years, making Tri-County’s value proposition more compelling than ever. The need for people in our community to retool their skills in a highly competitive job market has driven enrollment to record levels. At the same time, state funding, which once comprised more than half of our operating budget, now covers only twenty percent of our budget, a trend not likely to reverse itself anytime in the foreseeable future.

In addition to these external challenges, we are also experiencing dramatic internal change. We have embarked on a journey to become a true “learning college.” Our Learning Excellence Initiative requires we contribute to the learning of both students and employees in new and innovative ways. Several exciting initiatives have been launched, including the Bridge to Clemson partnership and the Gateway to College program. We are no longer a single campus in Pendleton, but a multi-campus institution with facilities planned for each of the three service area counties by 2011.

In light of these many changes, the timing was right to pause and think critically and deliberately about what we envision for the future of Tri-County Technical College and how we will realize that future.

“Transforming Lives…Shaping the Community” spells out the bold strategies we will implement to achieve our vision for the year 2020. I invite you to join us on our journey.

Sincerely,

Ronnie L. Booth, Ph.D.
President
Building a Ten-Year Vision

What programs and services does our community need? What do we want our students to experience? Can we play a greater role in the community?

To answer these questions, the College embarked on a journey of discovery, beginning with a planning retreat with Tri-County’s management team. We then asked our board, faculty, staff, students, and community partners to validate our findings and add their ideas to our original thinking. Our journey has culminated not only in a refreshed vision for the College, but also a framework that better defines and integrates the strategies needed to accomplish our goals.

Our model is that of a building with nine strategies as the pillars and foundation supporting the College’s Vision and Mission. Our Vision is described using four major components: Programs and Services, Student Experience, Culture, and Role in the Community. Four core strategies, represented by the pillars of the structure — Programs, Student Success, Student Life, and Integration into the Community — set the future direction for the College. These strategies are enabled by foundational strategies requiring us to develop our People, our Facilities and Infrastructure, our External Communication, and our Sources of Funding to fully realize our Vision. The final strategy of cultural adaptation permeates all of the other strategies; the culture of the institution creates the environment necessary to build the College we want to be for the foreseeable future.
Our Educational Programs and Services

Tri-County Technical College will dramatically change the lives of our students for the better. We will be the best investment our students make in themselves and the best investment our partners and neighbors make in their community.

- We will offer an unmatched **Value Proposition**. Our education and training will be affordable and offer a transformative experience where students are able to achieve their academic and career goals.

- We will be known for **Academic Excellence**. We will build a strong foundation in learning that serves our students for life.

- Our programs will be **Accessible** — programs will be delivered where, when, and how our students need them. Our programs will be **Relevant** — we will anticipate the needs of our students and business clients to enable life-long learning in our community.
Our STUDENT EXPERIENCE

Our students will experience an outstanding learning environment and know that at TCTC we are truly invested in their success.

- We will provide **EXCEPTIONAL OPPORTUNITIES** for individual learning, achievement, and growth as responsible and engaged members of our community.

- We will be focused on **STUDENT SUCCESS**. Students will be served well through challenging educational programs and excellent services and amenities.

- We will build a strong **SENSE OF COMMUNITY**. Our College will be a setting where students enjoy spending time and can say with certainty that “At Tri-County Technical College, I COUNT!”
Our CULTURE

We will enjoy a highly collaborative, professional, and inclusive work environment where we are accountable for delivering outstanding results with the highest degree of integrity.

• We will be **SERVICE ORIENTED** Our actions will demonstrate the principle that we are here to serve others before self, and our processes will ensure that we deliver service of the highest quality.

• We will be **LEARNING CENTERED** Our employees will enjoy exceptional opportunities for learning and professional growth. We will embrace a “Culture of Evidence” where data inform our decisions and transparent information drives continuous improvement.

• We will **TAKE OWNERSHIP** Empowered employees will intentionally collaborate, seeking and embracing other perspectives, to solve problems and deliver outstanding results; they will say with certainty, “I am Tri-County Technical College!”
Our ROLE in the COMMUNITY

We will be an invaluable asset to our community through collaboration and cultivation of dynamic partnerships.

• We will be **HIGHLY INTEGRATED** into our community. We will maintain an external focus, be responsive to needs, and build beneficial relationships between the College and the community.

• We will **CREATE SIGNIFICANT VALUE** for our community. The College will serve as a catalyst for economic development and provide innovative solutions for our partners.

• We will be the **PARTNER OF CHOICE** in our community. We will enjoy a reputation for excellence and integrity and be trusted to solve the community’s problems.
PROGRAM STRATEGY
Identify the educational programs and services we will offer in the future, as well as how, where, and when we will deliver them

- Assure high-quality education and training programs and demonstrate same through accreditation and other evidence-based processes
- Assess the needs of our service area and project how those needs will change in the future
- Build capability to respond efficiently and effectively to changing needs in our service area
- Identify the unique contributions we will make to economic development and to sustaining the competitiveness of our industry partners
- Effectively integrate and leverage our multi-campus structure and our unique educational offerings
- Set direction for use of new and emerging technologies and instructional approaches

STUDENT SUCCESS STRATEGY
Develop approaches and capabilities that help our students achieve and exceed their goals

- Provide orientation, advising, and career counseling to help students chart their path to success
- Design job placement and career services that maximize employment opportunities
- Provide assessment, early intervention, and resources to equip all students with the academic and life skills they need to be successful
- Ensure that our systems, processes, and people provide students with straightforward and sensible access to the College and our services (e.g., enrollment, advising, registration, etc.)
- Adapt educational and training offerings and approaches to the learning styles and needs of our students

STUDENT LIFE STRATEGY
Create an environment that attracts and retains students and makes their student experience enjoyable and memorable

- Ensure the atmosphere, our outreach, and College activities increase cultural diversity of our student body
- Expand the use of co-curricular programs that enrich student learning and extracurricular programs that increase social interaction and build student affinity with the College
- Build an aesthetically pleasing physical environment that supports a vibrant student life outside of the classroom with excellent student amenities and ample opportunity for social interaction
- Provide for the special needs of our nontraditional students
INTEGRATION STRATEGY
Strengthen relationships and collaboration between the College and the community

• Create dynamic partnerships with public and private entities that provide complementary and, sometimes, competing services
• Build a more seamless educational path from high schools and on to other institutions of higher education
• Understand the needs of area businesses and determine how the College can best promote economic development
• Help communities and local governments in our service area design and deliver regional as well as local economic development and educational solutions
• Share the College’s resources through community events and promote employee participation in public service

PEOPLE STRATEGY
Ensure we have the right people in the right positions equipped and highly motivated to achieve our goals of service, instructional, and operational excellence

• Create an environment where people have rewarding work, the opportunity to make an impact, and are recognized for their contributions
• Improve internal communication, employee engagement, and opportunities for professional and social interaction
• Learn and grow together through well designed and funded professional development programs
• Demonstrate outstanding leadership by managing performance and coaching/mentoring our employees
• Develop comprehensive strategies to recruit, hire, and advance a talented and diverse workforce
• Design our organization and manage organizational change

EXTERNAL COMMUNICATION
Formulate and communicate our value proposition to audiences that have a vested interest in our services

• Help the community understand and take advantage of our offerings
• Establish feedback loops that keep us informed of community needs and our effectiveness as a service provider
• Inform area employers of the value the College can add to their enterprise and why we want to be their partner of choice
• Promote our graduates to area employers
• Build political support for funding within the community
• Work with service area high schools to better promote the College as a premier post-secondary educational option
FACILITIES AND INFRASTRUCTURE PLANNING
Construct, upgrade, refurbish, and acquire facilities, equipment, real estate, and technology needed to deliver outstanding educational programs and services

• Provide for safety and security at all our locations
• Assess space needs and program our facilities to best serve students in a multi-campus environment
• Improve information systems and other technology to keep our training relevant, instructional methods and delivery current, and business processes efficient and effective
• Improve campus aesthetics and amenities to create a great learning and working environment
• Anticipate community needs and enrollment growth to incorporate public transportation, parking, accessibility, and other logistical solutions at our campuses
• Build with sensitivity to the environment and take advantage of “green” technologies to make our campuses as efficient and effective as possible

FUNDING STRATEGY
Manage and develop financial resources to support our plans

• Exercise rigorous fiscal discipline
• Grow other sources of funding in light of a shrinking percentage of financial resources provided by state and local governments
• Modify tuition and fee structures
• Expand financial support via development of key partnerships
• Identify a greater role for the TCTC Foundation and use the Foundation in creative ways to fund the College’s growth
CULTURAL ADAPTATION

 Cultivate attitudes, habits, and a mind-set integral to achieving our vision

• Service to others: Our students, co-workers, and community
• Integrity: Expect, and make it easy for, our people to do the right thing
• Learning: Welcome assessment and value self-improvement, personal and professional growth, and risk-taking
• Shared responsibility for outcomes: Everyone contributes, seeking to stay informed and understand his/her role in achieving results critical to the College
• Process-centric continuous improvement: Embrace a “culture of evidence” where data-informed decision making and a passion for excellence create an outstanding learning environment
• Intentional collaboration: Seek opportunities to work together, communicate proactively with stakeholders and include them in critical decisions
• Trust and mutual respect: Maintain esteem, value others, and break down organizational barriers
• Empowerment: Expect people at all levels of the organization to solve problems and give them authority and responsibility appropriate to their roles, skills, and experience
• Accountability: Take responsibility for delivering results THE RIGHT WAY throughout the organization
• Inclusiveness: Ensure a welcoming environment where we seek diversity of opinion, talents, and life experiences
Our vision represents how the College will look as we accomplish the goals and objectives that are most important to us and to the community. It gives us direction so we can focus available resources on identified and validated priorities. We hope you will join us on this journey as we seek to be THE ROLE MODEL for community college education through dedication to high standards, a nurturing environment, community alliances, and innovative leadership. Working together we can transform lives and shape our community in ways that truly make a difference for Anderson, Oconee, and Pickens counties.

“Vision without action is merely a dream. Action without vision just passes the time. Vision with action can change the world.”

Joel Barker
Independent Scholar and Futurist