**Goal 5A**: Hartnell College will provide programs and services that are relevant to the real-world needs of its diverse student population, while also developing and employing a culture of innovation that will lead to improved institutional effectiveness and student learning.

**Plan for Academic Year 2016/17:**

The goal has 3 outcomes and 4 KPIs. To address this strategic goal, the plan is to:

- document innovation and creativity that supports institutional effectiveness and student learning.

- develop and implement procedures for proposing new programs and/or services that systematically meet the needs of the local community.

- systematically review all programs and services according to established assessment cycles to maintain quality, relevance, and currency.

**Outcome 5A.1**: Systematically develop programs and services that meet the needs of the local community.

**KPI 5A.1a**: Development and implementation of procedures for proposing new programs and/or services

**Plan**: Development of procedures BP & AP for new non-academic programs
Outcome 5A.2: To maintain quality, relevance, and currency, systematically review all programs and services according to established assessment cycles.

   **KPI 5A.2a** Completion of comprehensive program reviews

   **KPI 5A.2b** Completion of annual action plans

Outcome 5A.3: Document innovation and creativity that supports institutional effectiveness and student learning.

   **KPI 5A.3a** Inventory of innovation and creativity

   Plan: Develop innovation list; track new innovations for each year.