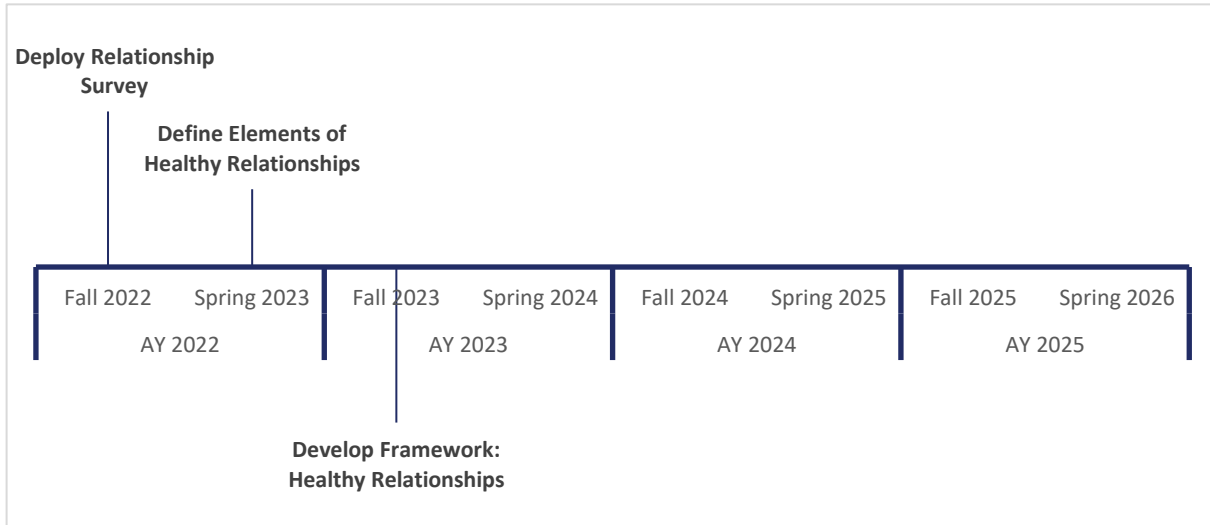# COMMUNITY CONNECTIONS

Cultivate and nurture responsive and sustainable community relationships
Strategic Indicators Fall 2023 Update

Establish an approach to measure the health of our community relationships. ✔

Deploy Relationship Survey

Define Elements of Healthy Relationships

Fall 2022	Spring 2023	Fall 2023	Spring 2024	Fall 2024	Spring 2025	Fall 2025	Spring 2026
AY 2022		AY 2023		AY 2024		AY 2025	

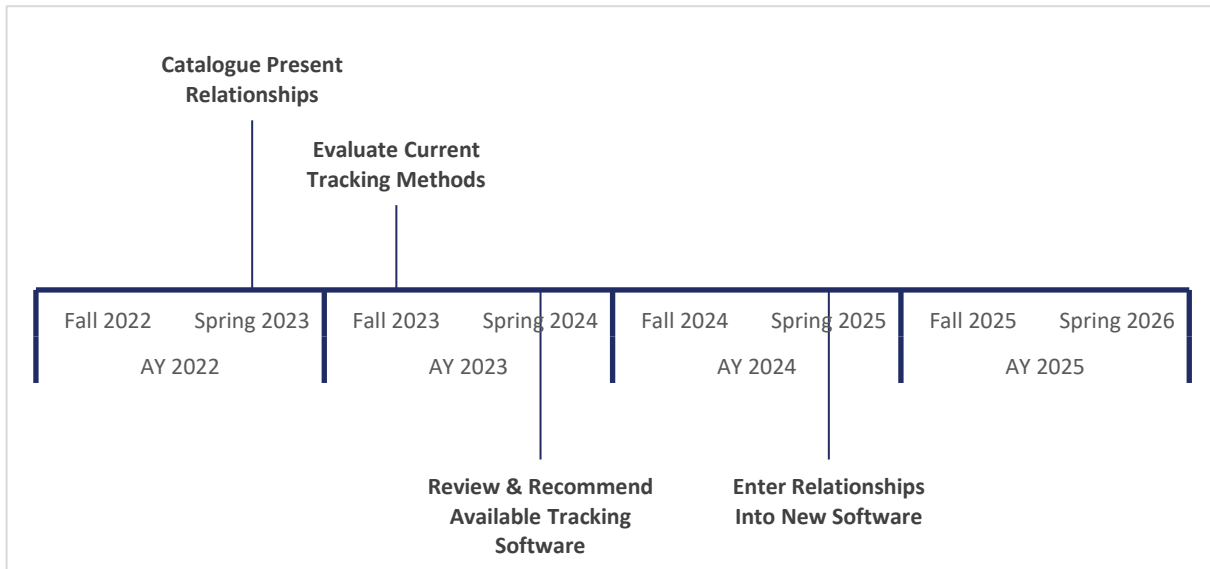**Develop Framework: Healthy Relationships**

We have conducted six internal and external focus groups in support of this action. The focus groups included questions that will help us build a better understanding of the current state of CCC relationships with external partners. The team partnered with Institutional Research to conduct analysis of the focus group results, which revealed five themes:

- Appreciation and Mutual Trust
- Organizational Complexity
- Relationship Management
- Communication Channels & Content
- Opportunities to Participate

These themes will be used as the foundation for a follow-up survey which will help us further explore, and refine these themes. Versions of this survey will be shared with implementation team members, the College community, and external partners—to deepen our understanding of these themes, and confirm/adjust as needed. Eventually, these themes (as they evolve) will form the cornerstone of our approach to measuring the health of relationships.

Increase in the number of formal partnerships in areas of community need. ✔

Catalogue Present Relationships

Evaluate Current Tracking Methods

| Fall 2022 | Spring 2023 | Fall 2023 | Spring 2024 | Fall 2024 | Spring 2025 | Fall 2025 | Spring 2026 |
| AY 2022 | | AY 2023 | | AY 2024 | | AY 2025 | |

Review & Recommend Available Tracking Software

Enter Relationships Into New Software

The implementation team met with an Advancement staff person from a peer institution in Louisiana—who had done a lot of work during the Pandemic about mapping relationships. The team has begun to use this foundation to develop a playbook for who/how/when different CCC leaders need to be called on, in different relationship-building settings. This would include recommendations/guidelines for what College personnel should be consulted when communicating with different levels of community organizations.

The College is reviewing options for a Customer Relationship Management tool—an effort led by the Admissions & Recruitment department. The Community Connections team is represented in this process, and will continue to advocate for a CRM solution that has the potential to track healthy relationships with external partners.

Once the Healthy Relationships framework (first indicator) is established, this implementation team (and allies/collaborators) will create an inventory of relationships in a centralized tracking system. When this is complete, we will be able to set goals for increasing the number of formal partnerships—including a plan for how best to nurture/sustain/strengthen these relationships.

✔
On Track

✚
Progress Made, Assistance Needed

❗
At Risk