

MACHS

LCC STRATEGIC PLAN 2025 – 2029



LCC STRATEGIC PLAN 20

OUR VISION

Lenoir Community College
connects hope to opportunity.

OUR MISSION

The mission of Lenoir Community College is to meet the personal, cultural, and professional educational needs of our students through affordable, accessible, and innovative educational programs.

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MESSAGE FROM THE PRESIDENT



Dr. Rusty Hunt

Lenoir Community College is proud to unveil our newest strategic plan, **MACH5**—a bold vision that will guide LCC through the next five years. The name ‘MACH5’ serves as a nod to our region’s expanding aviation sector and LCC’s commitment to launching students from all fields—whether in healthcare, technology, business, or the trades—toward new heights in rapidly evolving industries. It also represents the urgency with which we must respond to changes in the educational landscape, workforce demands, and the needs of our students. Just as “Mach speed” signals rapid progress, so too must we remain agile and forward-thinking in preparing our students and community for the future.

The MACH5 strategic plan has been thoughtfully developed and is informed by both data and stakeholder input. Feedback about our institution’s strengths, opportunities for growth, and long-term aspirations was gathered from LCC’s advisory committees, through faculty and staff listening sessions, and via student focus groups. This feedback was combined with data regarding enrollment trends, service area

demographics, population forecasts, and employment outlook and used to guide the development of MACH5’s four goals.

Industries are evolving faster than ever before, and as a community college, we pride ourselves on being at the forefront of that change. Through **Goal 1: Match Student and Industry Needs**, we will ensure our programs align with current job market demands so that LCC graduates are equipped with the skills today’s employers need.

The foundation of any institution is its people, and **Goal 2: Attract and Retain Students and Personnel** is about ensuring we are a college of choice for both learners and employees. Whether through flexible learning options, such as online and hybrid courses, or creating an engaging and supportive workplace, we recognize that we must continually adapt to meet the needs of all who choose to join the LCC family.

Once enrolled, we know that student success depends on providing clear pathways and the support necessary to achieve educational goals. **Goal 3: Completion Focus** centers on improving completion outcomes. Student success remains at the core of what we do, and we are committed to ensuring our students have the resources they need to finish on time and on track.

Finally, **Goal 4: Hired Graduates and Higher Education** ensures that our students are well-positioned for life beyond LCC. Whether entering the workforce or pursuing further education, our focus will be on supporting seamless transitions for our students. Through partnerships with local employers, enhanced career services, and targeted support for transfer students, we will help our graduates find meaningful employment or continue their academic journeys.

Throughout the life of this plan, we are committed to continually evaluating and improving based on the evolving needs of our communities, students, and industry partners. MACH5 will remain adaptable, ensuring that we always stay in alignment with the best interests of those we serve. Our commitment to matching student and industry needs, attracting and retaining students and personnel, focusing on completion, and ensuring post-graduate success will remain steadfast.

Together, we will ensure that Lenoir Community College remains a vital, innovative, and responsive institution. We are excited about the opportunities ahead and look forward to the impact MACH5 will have on our students, our region, and beyond.

A handwritten signature in black ink that reads "Rusty Hunt".

President, Lenoir Community College

GOAL 1 Match Student & Industry Needs

Connecting hope to opportunity requires aligning the programs and services of Lenoir Community College with the ever-evolving needs of our students and industry partners. Through MACH5, Lenoir Community College commits to continuously assessing these needs and implementing initiatives that will create a pipeline of opportunity that begins with prospective students and ends with employment or higher education. To measure the impact of our work, we will assess several key performance indicators, including the educational attainment rates of LCC's service area, student opinion survey results, and industry feedback collected from industry advisory committees.

OBJECTIVE M1: MATCH STUDENT NEEDS

Key Performance Indicators

Educational attainment rates in Lenoir, Jones, and Greene Counties

Student opinion survey results

Percentage of fall term students receiving aid

QEP implementation student survey results

INITIATIVES

Renovate the Administration Building to create a welcoming and student-centered environment that is inclusive of admissions, counseling, financial aid, and other frontline supports.

Expand and enhance course offerings through flexible scheduling options, improving college accessibility and accommodating diverse student needs. (Cross-reference: M1, A1)

Implement and incentivize participation in a summer bridge program that helps incoming students gain early momentum through completion of developmental coursework. (Cross-reference: M1, A1, A2)

RESPONSIBLE PERSON(S)

Senior Vice President of Administrative Services/Chief Operating Officer

Vice President of Instruction & Institutional Effectiveness
Senior Vice President of Student Services and Workforce Development

Director of Advising and Academic Success

INITIATIVES

RESPONSIBLE PERSON(S)

Increase student access to affordable learning resources by expanding Open Educational Resources and electronic resources, integrating them into the curriculum, and supporting faculty in the transition.	Vice President of Instruction & Institutional Effectiveness Director of Online Learning & Faculty Development Director of Library Services
Expand wellness services to address students' basic needs.	Dean of Student Services
Increase student utilization of Workforce Innovation Opportunity Act (WIOA) services to address barriers that hinder enrollment and persistence.	Director of WIOA Title I Programs /NCWorks Career Center Manager
Collaborate with external organizations to provide childcare for LCC students.	Senior Vice President of Administrative Services/Chief Operating Officer Director of Institutional Advancement
Increase the percentage of Lenoir, Jones, and Greene County Public School students who earn college credit or complete workforce development training while in high school.	Director of Student Success and Equity
Engage and reduce barriers for adult learners in LCC's service area who have either stopped out or have never attended a postsecondary institution. (Cross-reference: M1, A1)	Director of Student Success and Equity Dean of Student Services Dean of Workforce Development
Promote cultural awareness among employees and students by regularly offering on- and off-campus learning opportunities.	Director of Latino Outreach and Recruitment Director of Student Success and Equity Communications and English Instructor/ACA Chair
Continuously improve the Student Onboarding Survey (SOS) and associated alert system to identify and address barriers to student success. (Cross-reference: Quality Enhancement Plan)	Quality Enhancement Plan Implementation Team
Update existing financial aid literacy and packaging information on all college marketing and website materials. (Cross-reference: SACSCOC 12.6)	Dean of Financial Services Director of Financial Aid
Implement and improve programs, activities, and marketing initiatives that provide guidance to students related to paying for college and financial management.	Dean of Financial Services Director of Financial Aid Director of Marketing and Communications
Earmark scholarship monies for high-demand and high-wage programs. (Cross-reference: M1, M2)	Director of Institutional Advancement

OBJECTIVE M2: MATCH INDUSTRY NEEDS

Key Performance Indicators

Enrollment in high-demand and high-wage Curriculum and Continuing Education courses/programs

Advisory committee feedback

Quantity of work-based learning partnerships

INITIATIVES

RESPONSIBLE PERSON(S)

Establish an Aviation Center of Excellence and associated programming to meet regional demand for aviation-related training.

(Cross-reference: M2, A1, H1)

Senior Vice President of Administrative Services/Chief Operating Officer

Senior Vice President of Student Services and Workforce Development

Vice President of Instruction & Institutional Effectiveness

Director of Aviation Programs

Enhance the program review process such that program offerings are evaluated against current and projected labor market needs and use this data to prioritize program expansion or modification.

Senior Vice President of Student Services and Workforce Development

Vice President of Instruction & Institutional Effectiveness

Dean of Institutional Effectiveness and the Online College

Analyze labor market reports and workforce development plans to identify and design new programs/courses that align with regional and industry demand. *(Cross-reference: M2, A1)*

Senior Vice President of Student Services and Workforce Development

Vice President of Instruction & Institutional Effectiveness

Establish new work-based learning opportunities that align with industry needs and contribute to improved post-graduate outcomes.

(Cross-reference: M2, H1)

Dean of Business and Industry

Expand LCC's existing advisory board process to include Continuing Education.

Vice President of Instruction & Institutional Effectiveness

Dean of Workforce Development

INITIATIVES

RESPONSIBLE PERSON(S)

Incorporate advisory board recommendations into program reviews.	Vice President of Instruction & Institutional Effectiveness Dean of Institutional Effectiveness and the Online College
Expand program offerings and facilities for high demand/high wage programs. (Cross-reference M2, H1)	Senior Vice President of Student Services and Workforce Development Vice President of Instruction & Institutional Effectiveness Senior Vice President of Administrative Services/Chief Operating Officer
Encourage faculty to pursue new and renewed industry certifications and professional memberships relevant to their disciplines in alignment with the College's priorities. (Cross-reference: M2, A3)	Dean of Arts and Sciences Dean of Business and Industry Dean of Health Sciences and Nursing Dean of Workforce Development
Collaborate with local communities and employers to ensure the programming delivered at off-campus sites aligns with the needs of local stakeholders.	Associate Dean of Greene County Center Associate Dean of Jones County Center Director of Workforce Development & La Grange Center
Earmark scholarship monies for high-demand and high-wage programs. (Cross-reference: M1, M2)	Director of Institutional Advancement

GOAL 2 Attract and Retain Students and Personnel

By fostering an inviting and supportive environment for both students and staff, we aim to enhance educational experiences and strengthen our institutional effectiveness. Success in these areas will be measured by key performance indicators such as enrollment trends, retention rates, and satisfaction surveys from students. These indicators will provide valuable insights into the effectiveness of our recruitment and retention strategies, allowing us to make data-driven adjustments to ensure that LCC continues to be a welcoming and rewarding place for learners and professionals alike.

OBJECTIVE A1: ATTRACT STUDENTS

Key Performance Indicators

Enrollment headcount (e.g., by academic program, modality, among homeschool and private school students, and outside of LCC's service area)

Career & College Program participation rates among public high school, homeschool, and private school students

Attendance at LCC Foundation Performing Arts events

INITIATIVES

Track and assess the fall enrollment funnel (i.e., applied, admitted, enrolled) and develop plans to improve conversion rates.

Simplify the college admissions process.

Use the College's customer relationship management platform to create personalized communications and targeted recruitment campaigns that enhance prospect engagement and streamline the application process.

RESPONSIBLE PERSON(S)

Director of Admissions and Recruiting
Dean of Student Services

Dean of Student Services
Director of Admissions and Recruiting

Director of Admissions and Recruiting
Dean of Student Services

INITIATIVES

RESPONSIBLE PERSON(S)

Utilize NCCCS's High School Recruitment File to send drip campaigns to area high school students.	Director Admissions and Recruiting Dean of Student Services Director of Student Success and Equity
Establish an orientation for Career and College Promise students that mirrors the orientation experience of traditional college goers.	Director of Student Success and Equity
Implement marketing strategies that target homeschool and private school students.	Director of Student Success and Equity Director Admissions and Recruiting Director of Marketing and Communications
Revamp the College's application, onboarding, and support processes to create a seamless, fully online experience that prioritizes accessibility, personalized guidance, and community-building for remote learners.	Dean of Institutional Effectiveness and the Online College Dean of Student Services
Establish an Aviation Center of Excellence and associated programming to meet regional demand for aviation-related training. (Cross-reference: M2, A1, H1)	Senior Vice President of Administrative Services/Chief Operating Officer Senior Vice President of Student Services and Workforce Development Vice President of Instruction & Institutional Effectiveness Director of Aviation Programs
Expand Centro Educativo Latino offerings and support services.	Director of Latino Programs Director of Latino Outreach and Recruitment
Expand the availability of LCC Foundation awards.	Director of Institutional Advancement
Expand and enhance course offerings through flexible scheduling options, improving college accessibility and accommodating diverse student needs. (Cross-reference: M1, A1)	Vice President of Instruction & Institutional Effectiveness Senior Vice President of Student Services and Workforce Development
Implement and incentivize participation in a summer bridge program that helps incoming students gain early momentum through completion of developmental coursework. (Cross-reference: M1, A1, A2)	Director of Advising and Academic Success

INITIATIVES

RESPONSIBLE PERSON(S)

Create a plan for marketing Curriculum and Continuing Education offerings to a broader audience, including national and international students.	Director of Marketing and Communications Director of Admissions and Recruiting
Engage and reduce barriers for adult learners in LCC's service area who have either stopped out or have never attended a postsecondary institution. (Cross-reference: M1, A1)	Director of Student Success and Equity Dean of Student Services
Partner with NCWorks and WIOA to create opportunities for underemployed, underrepresented, and unemployed populations to participate in specialized skill-training.	Dean of Workforce Development
Launch career exploration workshops and summer camps that introduce K-12 students to college opportunities.	Vice President of Instruction & Institutional Effectiveness
Assist the Lenoir County Early College High School in their expansion.	Senior Vice President of Administrative Services/Chief Operating Officer Vice President of Instruction & Institutional Effectiveness
Regularly offer and strategically market performing arts events that are of interest to the local community.	Director of Institutional Advancement Director of Performing Arts/Fine Arts Program Chair
Analyze labor market reports and workforce development plans to identify and design new programs/courses that align with regional and industry demand. (Cross-reference: M2, A1)	Senior Vice President of Student Services and Workforce Development Vice President of Instruction & Institutional Effectiveness
Identify and address opportunities for the maintenance and beautification of LCC facilities, both existing and new.	Director of Facility Operations
Complete a comprehensive website redesign that improves navigability and user experience.	Dean of Institutional Effectiveness and the Online College Web and Form Developer
Establish a robust online college that attracts prospective online students and provides wraparound supports that are tailored to the needs of online learners.	Dean of Institutional Effectiveness and the Online College

OBJECTIVE A2: RETAIN STUDENTS

Key Performance Indicators

NCCCS First-Year Progression/Persistence Performance Measure

Fall-to-spring and fall-to-fall retention rate of QEP cohorts

Registration-to-completion ratio in Continuing Education courses

INITIATIVES

RESPONSIBLE PERSON(S)

Implement and incentivize participation in a summer bridge program that helps incoming students gain early momentum through completion of developmental coursework.

(Cross-reference: M1, A1, A2)

Director of Advising and Academic Success

Establish educational plans for incoming students that are informed by momentum metrics.

(Cross-reference: Quality Enhancement Plan, A2, C1)

Director of Advising and Academic Success

Develop and implement an orientation structure that allows for holistic advising.

Dean of Student Services

Director of Advising and Academic Success

Develop and implement a customized orientation experience and campus engagement opportunities for online students.

Dean of Institutional Effectiveness and the Online College

Dean of Student Services

Director of Admissions and Recruiting

Institute regular faculty training on strategies to promote interaction between faculty and students in online learning environments and to improve course retention. *(Cross-reference: A2, C1)*

Director of Online Learning & Faculty Development

Create and improve student life programming to foster student belonging.

Director of Admissions and Recruiting

Develop semester-by-semester guides to better support the needs of our predominantly part-time student body.

Director of Advising and Academic Success

INITIATIVES

Collaborate with instruction to ensure the library provides adequate and appropriate learning/information resources and services. (Cross-reference: SACSCOC 11.1)	Director of Library Services
Implement a targeted initiative within the admissions process to provide career assessments to prospective students.	Dean of Student Services Student Onboarding Counselor/Career Connections Coordinator
Develop a process for annually evaluating and continuously improving the Registration-to-Completion ratio among Continuing Education students. (Cross-reference: A2, C1)	Dean of Workforce Development

OBJECTIVE A3: ATTRACT & RETAIN PERSONNEL

Key Performance Indicators

NCCCS Faculty and Staff
Institutional Retention dashboard

Quantity of professional development opportunities and employee appreciation events

INITIATIVES

Encourage faculty to pursue new and renewed industry certifications and professional memberships relevant to their disciplines in alignment with the College's priorities. (Cross-reference: M2, A3)	Dean of Arts and Sciences Dean of Business and Industry Dean of Health Sciences and Nursing Dean of Workforce Development
Encourage staff to pursue new and renewed certifications and professional memberships that are relevant to their field and align with the College's priorities.	Senior Vice President of Administrative Services/Chief Operating Officer Senior Vice President of Student Services and Workforce Development Vice President of Instruction & Institutional Effectiveness Dean of Workforce Development Dean of Student Services Dean of Institutional Effectiveness and the Online College

INITIATIVES

RESPONSIBLE PERSON(S)

Incentivize employees to share their knowledge and skills on campus, regionally, statewide, and nationally.	Director of Human Resources
Invest in and provide faculty and staff training on AI tools that can be used to reduce workload (e.g., Teachermatic, Element451).	Senior Vice President of Administrative Services/Chief Operating Officer Dean of Institutional Effectiveness and the Online College
Host employee appreciation events and regular opportunities for professional development.	Director of Human Resources
Continuously review salaries and advocate funders to ensure LCC salaries remain competitive.	Director of Human Resources
Evaluate position descriptions and recruitment efforts to attract the highest-level candidates.	Director of Human Resources

GOAL 3 Completion Focus

Improving completion rates is a fundamental objective that underscores our commitment to student success and educational excellence. By focusing on helping students successfully navigate their academic journeys and complete their programs, we not only promote individual achievement but also enhance the overall effectiveness and reputation of our institution. To monitor and advance our progress in this area, we will track key performance indicators such as graduation and course completion rates. These metrics will provide critical insights into the effectiveness of our support systems, curriculum design, and engagement strategies, allowing us to identify areas for improvement and ensure that our initiatives are effectively guiding students towards successful program completion.

OBJECTIVE C1: IMPROVE COMPLETION OUTCOMES

Key Performance Indicators

National Student Clearinghouse
six-year completion rate

NCCCS Curriculum Completion
Performance Measure

Completion rates in Continuing Education courses

Basic Skills Student Progress Performance Measure

Student Right to Know of Athletic
Graduation Rates

INITIATIVES

Annually evaluate and update thresholds of acceptability and targets for LCC's National Student Clearinghouse six-year completion rates and create action plans when the observed completion rates fall below the threshold of acceptability for two consecutive reporting years.

(Cross-reference: SACSCOC Standard 8.1)

Establish educational plans for incoming students that are informed by momentum metrics.

(Cross-reference: Quality Enhancement Plan, A2, C1)

RESPONSIBLE PERSON(S)

Performance Improvement Committee

Director of Advising and Academic Success

INITIATIVES

RESPONSIBLE PERSON(S)

Annually evaluate the percentage of QEP fall cohorts achieving LCC's five momentum metrics and establish plans for continually improving these outcomes. *(Cross-reference: Quality Enhancement Plan)*

Quality Enhancement Plan
Implementation Team

Increase the number of Curriculum programs awarding credit for Continuing Education coursework and industry-recognized credentials.

Vice President of Instruction &
Institutional Effectiveness

Increase the number of programs that are blending Curriculum and Continuing Education courses. *(Cross-reference: C1, H1)*

Vice President of Instruction &
Institutional Effectiveness
Dean of Arts and Sciences
Dean of Business and Industry
Dean of Health Sciences and Nursing
Dean of Workforce Development

Institute regular faculty training on strategies to promote interaction between faculty and students in online learning environments and to improve course retention. *(Cross-reference: A2, C1)*

Director of Online Learning &
Faculty Development

Ensure courses meet quality standards by investing in technology infrastructure and providing faculty training on effective online teaching practices.

Director of Online Learning &
Faculty Development
Chief Information Officer

Develop a process for annually evaluating and continuously improving the Registration-to-Completion ratio among Continuing Education students. *(Cross-reference: A2, C1)*

Dean of Workforce Development

Institute a process for regularly assessing and continually improving instruction that complements LCC's program learning and general education learning outcome process.

Director of Online Learning &
Faculty Development
Dean of Institutional Effectiveness
and the Online College

Utilize classroom and testing data to develop strategies that impact the progression and achievement of Basic Skills students.

Director of Transitional and Career Studies

Incorporate the Course Enhancement Group (CING) framework into the new faculty onboarding experience.

Director of Online Learning &
Faculty Development

INITIATIVES	RESPONSIBLE PERSON(S)
Ensure budgetary decision making continues to align institutional planning and effectiveness processes. <i>(Cross-reference: SACSCOC 7.1)</i>	Senior Vice President of Administrative Services/Chief Operating Officer Dean of Financial Services
Enhance structured support for student-athletes, including academic advising and support, career counseling, and life skills development.	Director of Athletics/Health & PE Program Chair/Instructor

GOAL 4 Hired Graduates and Higher Education

Facilitating the successful employment of our graduates and their seamless transition to four-year institutions is central to the mission of community colleges. By prioritizing initiatives that prepare students for both gainful employment and advanced educational opportunities, we not only enhance their career prospects, but also strengthen our ties with local industries and higher education partners. To evaluate the effectiveness of these efforts, we will monitor key performance indicators such as apprenticeship and work-based learning participation, licensure and certification rates, and transfer rates. These metrics will provide valuable feedback on how well our programs prepare students for the workforce and further academic pursuits, enabling us to continuously refine our strategies and ensure that our graduates are well-equipped to achieve their career and educational goals.

OBJECTIVE H1: FACILITATE IMPROVED POST-GRADUATE EMPLOYMENT OUTCOMES	
Key Performance Indicators	Work-based learning participation and job placement data
	Financial Value Transparency and Gainful Employment metrics
	Licensure and Certification Performance Measure

INITIATIVES	RESPONSIBLE PERSON(S)
Expand LCC programming to provide increased apprenticeship and work-based learning opportunities.	Dean of Workforce Development Dean of Business and Industry Student Onboarding Counselor/ Career Connections Coordinator
Engage local small businesses through community and on-campus events.	Dean of Workforce Development Dean of Business and Industry
Increase the number of programs awarding industry-recognized credentials.	Dean of Workforce Development Dean of Business and Industry

INITIATIVES

RESPONSIBLE PERSON(S)

Increase the percentage of Adult High School/High School Equivalency graduates transitioning into Continuing Education and Curriculum offerings.

Dean of Workforce Development
Dean of Business and Industry

Increase WIOA participation among Adult High School and Adult Secondary Education-level Transitional and Career Studies students.

Director of WIOA Title I Programs /NCWorks Career Center Manager
Director of Transitional and Career Studies

Develop and implement marketing strategies that inform existing students and recent graduates of opportunities to “skill up” through degree attainment, training programs, and certifications that lead to enhanced job and career opportunities.

Director of Marketing and Communications

Expand program offerings and facilities for high demand/high wage programs.

(Cross-reference: M2, H1)

Senior Vice President of Student Services and Workforce Development
Vice President of Instruction & Institutional Effectiveness
Senior Vice President of Administrative Services/Chief Operating Officer

Increase the number of programs that are blending Curriculum and Continuing Education courses.

(Cross-reference: C1, H1)

Vice President of Instruction & Institutional Effectiveness
Dean of Arts and Sciences
Dean of Business and Industry
Dean of Health Sciences and Nursing
Dean of Workforce Development

Create an awareness campaign that clarifies and markets the offerings and services of the Career Connections and WIOA/NCWorks Career Center.

Student Onboarding Counselor/ Career Connections Coordinator
Director of WIOA Title I Programs /NCWorks Career Center Manager

Establish an Aviation Center of Excellence and associated programming to meet regional demand for aviation-related training.

(Cross-reference: M2, A1, H1)

Senior Vice President of Administrative Services/Chief Operating Officer
Senior Vice President of Student Services and Workforce Development
Vice President of Instruction & Institutional Effectiveness
Director of Aviation Programs

INITIATIVES

RESPONSIBLE PERSON(S)

Establish new work-based learning opportunities that align with industry needs and contribute to improved post-graduate outcomes.

(Cross-reference: M2, H1)

Dean of Business and Industry

Annually assess and implement plans to improve licensure exam pass rates.

Performance Improvement Committee

Dean of Health Sciences and Nursing

Director of Public Safety

Director of Health Related Programs &
Cosmetology Program Chair/Instructor

Director of Cosmetology Programs

Occupational Extension Coordinator/
Instructor

Associate Dean of Jones County Center

Facilitate sessions on entrepreneurship for students and local businesses.

Director of the Small Business Center

Provide an incubation space for local businesses and industries.

Director of the Small Business Center

OBJECTIVE H2: IMPROVE TRANSFER METRICS

Key Performance Indicators

Percentage of students enrolled in transfer programs who enroll in a four-year college or university within one year of graduating from LCC

NCCCS College Transfer Performance Measure

National Student Clearinghouse six-year completion rate

INITIATIVES

RESPONSIBLE PERSON(S)

Expand and promote articulation agreements between Lenoir Community College and four-year institutions.

Dean of Arts and Sciences
Dean of Business and Industry
Dean of Health Sciences and Nursing

Host biannual transfer fairs.

Director of Advising and Academic Success

Organize tours of partnering four-year institutions.

Director of Advising and Academic Success

Expand and market co-admittance partnerships with four-year institutions.

Vice President of Instruction & Institutional Effectiveness

ACCREDITATION

Lenoir Community College is accredited by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) to award associate degrees. Lenoir Community College also may offer credentials such as certificates and diplomas at approved degree levels. Questions about the accreditation of Lenoir Community College may be directed in writing to the Southern Association of Colleges and Schools Commission on Colleges at 1866 Southern Lane, Decatur, GA 30033-4097, by calling (404) 679-4500, or by using information available on SACSCOC's website (www.sacscoc.org).

