MISSION
Educate. Inspire. Connect.

VISION
Holyoke Community College aspires to be a college of academic excellence known for helping students overcome barriers to success.

VALUES
Kindness, inclusion, and trust are the foundations of the work that we do together. Innovation and collaboration enable us to explore and implement the ideas that will shape our future.

Innovation: We empower each other to explore, share, and actualize our ideas to continuously improve the HCC experience for all. We do this with creativity and agility by keeping an open mind, taking risks, evaluating outcomes, and learning from mistakes.

Collaboration: We work as a community to develop and achieve common goals through an open exchange of ideas. We do this by encouraging wide-ranging participation, intentional communication, and the pursuit of diverse perspectives and expertise.

Kindness: We approach all interactions with empathy and in consideration of one another’s needs. We act with the highest levels of professionalism, respect, and civility as we seek common ground and strive for mutual understanding.

Inclusion: We provide a fair and welcoming environment where all voices are heard and meaningfully included to contribute to the growth and success of HCC. We take intentional action, challenge our assumptions, foster belonging, and respect the uniqueness of individuals and diverse groups.

Trust: We assume the best in others, prioritize transparency, and communicate with honesty, clarity, and consistency. We do this thoughtfully by including all stakeholders in the decision-making process and following through with our commitments.

THE STUDENT EXPERIENCE STATEMENT
Holyoke Community College commits to delivering a transformational student experience characterized by:

+ A student-ready environment with connections that draw people, services, and resources together to address students’ needs and ensure their success
+ An affordable, relevant education designed to ensure equitable student outcomes, resulting in career and transfer opportunities that enable all students to thrive
+ An approach to educating the whole person that consistently meets students where they are and engages them in real-world learning experiences
+ A vibrant, diverse, and inclusive college community that enriches the learning experience, delivers unwavering encouragement, and builds life-long connections

Faculty and staff of Holyoke Community College commit to support this transformative experience through:

+ Accessible, guided, and intuitive services that support and inspire students and their families
+ Culturally responsive practices that promote equity within and beyond the classroom.
+ Technology, data, and predictive analytics that enable HCC to deliver personalized, proactive, and responsive programs and services
+ An agile and supportive culture that recognizes the importance of professional development to build knowledge, skills, and a deep understanding of our students.
OUR STRATEGIC PLAN

STRATEGIC FRAMEWORK 1: TEACHING & LEARNING
Enhance and expand innovative teaching and learning practices that support quality education for all.

Objective 1.1: Increase the 150% graduation rate of first-time degree seeking students from ____ to ____ by 2026. (Disaggregate for full time, part time, adult students, BIPOC, first generation)
Objective 1.2: Increase Fall-to-Fall retention rates of first time degree and certificate seeking students from ____ to ____ by 2026. (Disaggregate for full time, part time, adult students, BIPOC, first generation)
Objective 1.3: Increase Fall course completion rate from ____ to ____ by 2026. (Disaggregate for full time, part time, adult students, BIPOC, first generation)
Objective 1.4: Assess the impact of a program of equity-focused professional development offered to 100% of faculty and staff by June, 2025

STRATEGIC FRAMEWORK 2: EQUITY & STUDENT SUCCESS
Work with the communities we serve to increase equity.

Objective 2.1: Decrease the graduation gap between BIPOC and white students from ____ to ____ by 2026.
Objective 2.2: Decrease the retention rate gap between BIPOC and white students from ____ to ____ by 2026.
Objective 2.3: Decrease the Fall course completion gap between BIPOC and white students from ____ to ____ by 2026.
Objective 2.4: Decrease the gap between BIPOC and white students transferring to four-year institutions from ____ to ____ by 2026.
Objective 2.5: Increase Hispanic Fall FTE from ____ to ____ by 2026.

STRATEGIC FRAMEWORK 3: WORKFORCE DEVELOPMENT & TRANSFER
Align programs with workforce demands, student needs for employment and transfer.

Objective 3.1: Increase the percentage of students who transfer to four-year institutions from ____ to ____ by 2026. (Disaggregate for full time, part time, adult students, BIPOC, first generation)
Objective 3.2: Increase enrollment in non-credit programming from _____ to _____ by DATE. (Disaggregate for adult students, BIPOC, first generation)
Objective 3.3: Increase the percentage of HCC non-credit students matriculating into credit programming from ____ to ____ by 2026 (Disaggregate for full time, part time, adult students, BIPOC, first generation)
Objective 3.4: Increase the number of students who become employed upon graduation/completion from ____ to ____ by 2026. (Disaggregate for full time, part time, adult students, BIPOC, first generation)

STRATEGIC FRAMEWORK 4: FINANCIAL SUSTAINABILITY
Create a sustainable model for long-term financial stability and growth.

Objective 4.1: Increase total annual credit hours from ____ to ____ by 2026.
Objective 4.2: Increase total annual revenue in charitable contributions to the HCC Foundation from ____ to ____ by June 30, 2026. (Disaggregate by individual, corporate, private grants)
Objective 4.3: Increase the total annual number of unique donors making gifts to the HCC Foundation by 50% by June 30, 2026.
Objective 4.4: Increase total annual revenue outside of student tuition and fees from ____ to ____ by 2026. (Disaggregate by state appropriations, state and federal grants, other)
Objective 4.5: Increase the implementation of process reimagine and redesign projects from four to ten by 2025.