

<b>Area</b>	<b>ATD Holistic Student Supports Discovery Inventory – Summary of “Next Steps Toward Ideal Design”</b>
<b>Admissions &amp; Entry (Jill, Yhara, Jenn)</b>	1) Require Immunization and Placement Holds – need these guardrails in place to assure smooth processes for both students and staff; can’t register until all admission documents are in.
	2) Create and require Intake Survey – Look into if WASA group is creating intake as part of application; if not, should look into creating own (draft is created in Starfish) and figure out when to require intake from students.
	3) Require registration holds on all new degree and certificate seeking students – Need more staffing to ensure proper advising, review of intake information, holistic advising conversations.
	4) Establish an enrollment management committee that includes wide representative, clear objectives, and regularly scheduled meetings.
	5) Create Enrollment Communication Plan - Convene all “enrollment management” staff to create an effective enrollment communication plan that is clear to students and outlines necessary steps. May involve logging into “Portal”. CRM Recruit may help establish this communication plan (to go live at the end of March 2020).
	6) Require students to sign into myCommNet or other portal as part of enrollment process to complete steps such as uploading documents, completing “online orientation”, or signing up for Orientation.
<b>Orientation (MaryBeth, Amely, Michele)</b>	1) Make orientation mandatory. Require all students (regardless of start time) to participate in an orientation.
	2) Make clear distinction between “New Student Workshops” and “Orientation” by reviewing and defining outcomes for each.
	3) Consider online orientation for those who cannot make in person.
	4) Figure out way to streamline, reduce number of times students come to campus.
<b>Advising &amp; Planning (Cat, Amanda)</b>	1) Require registration holds for degree and certificate seeking students (both new and continuing) each term.
	2) Hire more advisors to create true case management model with Professional Advisors assigned to Program Coordinators to work as liaisons. Program Coordinators need to have hours during off contract periods.
	3) Catalog year is important and needs to be clearly defined for each student. Create and maintain clear curricular records including program sheets and catalog.
	4) Advisor assignment upon enrollment (admissions). Clear communication process to students about who advisor is and advising process. Assigned advisor can determine appointments, group advising and utilize technology such as

	Starfish so that students can easily schedule appointments or sign up for group advising sessions. Eliminate walk-in hours to ensure quality advising.
	5) Degree Works (or other technology) needs to be accurate and easy to use for students and advisors. Need to be able to easily create plans that can be modified easily according to student's progress and credit-load.
	6) Faculty need to create and approve accurate course sequencing for both full and part-time (suggested semester sequencing) and commit to courses being offered so that schedules are guaranteed, and students can complete degree or certificate on time.
	7) Establish advising outcomes only if case management advising is implemented.
	8) Create graduation workshops that are program specific and include Program Coordinators.
	9) Educate students on academic standing and what it means to be in good standing.
	10) Have adequate and appropriate space for advising students in a case management model with additional advisors.
<b>Student Financial Security (Sam, Teresa)</b>	1) Figure out way to get students to complete FAFSA before June 1 – incorporate into Enrollment Process.
	2) Need to establish regularly offered workshops on how to complete FAFSA (dependent on more financial aid staff).
	3) Financial education outcomes (budgeting, financing education, etc.) need to be reviewed and addressed in FYE.
	4) More promotion of food pantry through use of faculty in classrooms.
	5) Establish a process to or use technology program like Starfish to proactively refer students to services (financial aid, food pantry, etc.) who need them.
	6) Emergency aid process needs to be clarified and communicated to all faculty and staff so that everyone knows how students can access emergency funds.
<b>Integration of Student Supports and Success Strategies (Tim, Joseph)</b>	1) Move Tutoring Center to larger space and hire additional tutors to offer group tutoring sessions and workshops.
	2) Create dedicated group study space(s) on campus.
	3) Review how each discipline focuses on specific information literacy skills (IL) and if there are consistent citation styles within each discipline. Assess how students are learning a range of IL skills throughout their college career.
	4) Dedicated Testing Center and Proctor/Testing Coordinator.

	5) Fully implement Guided Pathways including Areas of Study. Create process for students to choose area of study upon admission.
	6) Develop and promote “Wellness Center” and track usage.
	7) More formal training on referring students to resources including mental health, community resources, and off campus agencies.
	8) Need to use predictive analytics and data to determine when it is best to offer courses. Students need to be on educational plans using a technology system that allows us to then determine and predict course need.
<b>Use of Data and Adoption of Technology (Qing, Stacey, Laurie)</b>	1) Need to establish online filing system/imaging to keep track of students’ documents safely and securely. Hyland Onbase (imaging software purchased by system office) is to be implemented in Spring 2020.
	2) Need to utilize a technology program that can pull data from SIS (including grades) and create easy-to-access student dashboard for advisors. (Starfish has capability but we do not own those features). System should be intuitive and adaptable, yet robust. Easy to see which students are most at-risk.
	3) Need resources including staff and finances to use and maintain technology programs such as Starfish so that we can fully utilize to help with student success, retention, and completion.
	4) Establish Mid-term grade policy to enhance early alert procedures.
	5) Ongoing training of student success platform features (such as Starfish), which would require dedicated staff.
	6) Create data dashboard based on different users. For example, program coordinators could easily pull data for programs to include completion, retention, graduation, and success rates of courses. Create based on best practices at other colleges.
	7) Develop research agenda to define which data points should be widely distributed each semester, aside from system wide data that is being collected.
	8) Establish a data timeline to include when data is available at specific times of year and who to distribute data to. Ex: clearinghouse transfer data, withdrawal data, etc. Ensure that system wide vs. local data that is collected regularly is easily accessible and made available to everyone. Create a culture of data that is accessible, understandable, and informative.
	9) Regularly use CCSSE, SENSE, etc. data as “student voice” for decision making and strategic plan development.
	10) Need technology that is easy-to-use for degree planning and course scheduling, which would include non-credit (developmental) courses for student planning purposes.
	11) Course evaluations and assessment – review how this information is used to improve courses.

