STRATEGIC PLAN PRIORITIZED INITIATIVES and ACTIVITIES

Student Success (SS-2): Enhance and promote the resources and tools available to help students efficiently complete their academic goal.
- Provide technical support and training for students
- Develop and improve academic warning and alert systems
- Enhance FYE and advising experiences for students
- Increase support specifically aimed at veterans

Student Experience (SE-3): Promote diversity, inclusiveness and community on all campuses and online.
- Increase access to technology and information students need for successful learning
- Expand commitment to the Principles of Community in all areas of the college with emphasis on diversity and inclusiveness
- Increase student and community engagement with DEI initiatives, conversations, growth opportunities
- Invest in recruitment and retention strategies to increase diversity among students and faculty

Community Enrichment (CE-2): Build and strengthen partnerships and advance positive regional economic development with business and industry by assisting with educational and training needs of the workforce.
- Create and offer new training courses to meet workforce needs (i.e. Phlebotomy, Community Health Worker, others?)
- Investigate which EMSI modules we may want to invest in that address workforce needs and implement the survey

Community Enrichment (CE-3): Offer an array of lifelong learning opportunities, expertise, cultural events and resources to address the diverse needs and expectations of the community.
- Compile a list of existing college community events/enrichment opportunities (including foundation events) and determine which are currently tracked (how many participants?)
- Establish which community events/enrichment opportunities we should start surveying participant satisfaction of in 2021-22.

Institutional Efficiency: IE-1 - Improve practices and systems related to providing a supportive and productive workplace and IE-4: Improve information sharing practices and communication sources.
- Convene a work group to develop a process to regularly review COCC's General Policies and Procedures Manual (GPPM), better define roles and responsibilities associated with maintaining the GPPM, and consider tools to make the manual more easily searchable and accessible. (IE-4)
- Redesign the College's annual performance evaluation process for administrators and classified. (IE-1 and IE-4)
- Review and refine the HR portion of the new employee onboarding process. (IE-1 and IE-4)
- Capture existing actions related to specific activities, share information and progress with the College, and monitor institutional progress on the following (IE-1 and IE-4):

- Communications
- Employee training
- Expansion of software tools and related activities for ADA needs
- Scheduling software
- Self-service/employee access to data

WHAT GOES ON THE LIST?

Strategies are those items that:

- Advance the College's strategic plan (identify specific initiative or activity); *and*
- Require significant participation from more than one Student Services Department or other campus departments/divisions (identify those affected); *and*
- Are not a routine part of operations; *and*
- Involve more than 30 hours of work over the *duration* of the project; *and*
- Are temporary in nature, meaning it has a definitive start and stop date (noting that the results may continue over time).

TYPE OF STRATEGY?

Sanity: A process, policy or system that is broken, has the potential to disrupt services to students or other campus stakeholders, causes issues for its intended constituent, or negative impacts for student, staff or departments.

Mandatory: A process, policy or project that 1) is mandated via an institutional, state, or federal decision/directive or 2) ensures technical system operational sustainability. Must include a deadline which falls within the planning process timeline (~18 month) and/or is identified as a high-risk item due to likelihood of audit, fine or other negative repercussion.

Advance: Needed to advance the quality, service and efficiency for an *existing* service or program.

Bonus: *New* program or service needed to make progress towards institutional, division, or department goals.

2020+ STUDENT SERVICES PROJECTS PLAN
Updated 1.19.21

Project	Strategic Plan Connection	Type*	In Progress	Student Services Lead(s)	Others Involved
Implement an early alert system	SS	B	X	Buffy, Sharon	Chris, Faculty, MIS
Implement Customer Relationship Management system, phase II - prospective students	SS	A	X	Sharon, Kayleen, Tyler	College Relations, MIS
Implement Green Zone training (faculty/staff training to support veteran students) - on hold due to COVID – will restart winter term	SS	B	On hold	Andrew	Varies
Implement Major Transfer Modules – pending guidance from HECC	SS	M	On hold	Tyler	Instruction, Curriculum
Guided Pathways	SS	AB	X	Alicia, Tyler, Diane	Everyone
Develop interventions for students on academic warning	SS	A	X	Buffy - coaching Tyler, Diane	TBD
Integrate GradTracks Plans into Bobcat Advising and Registration	SS	A	X	Diane, Sharon, Buffy	CAP staff, faculty advisors
Implement auto-awarding for short-term certificates of completion	SS	A		Tyler, Jared, Chris	Instruction, MIS
Develop Veterans' student program	SS	A		Andrew	
Moving GradTracks Plans to responsive dashboard	SS	A		Sharon, Jared	A & R, MIS
Develop Afro-Centric Student Program	SE	B	X	Christy	TBD
Develop DEI work with instruction	SE	A	X	Christy	Instruction, Faculty
Move ability to make Bobcat Advising and Registration appointments to online	SE	AS		Sharon, Diane	CAP staff, MIS
Develop LGBTQ+ student program	SE	B		Christy	
Application roll for one additional term if a student does not attend and/or drops.	SE	A	X	Tyler, Chris	MIS
Move add/drop process to fully online	n/a	A	X	Tyler, Jared	Faculty

Implement Banner 9 Student modules	n/a	M	X	Chris	Too many to list
Finalize implementation of Transgender Work Group recommendations regarding gender identity – on hold pending Banner upgrades	IE	MA	On hold	Alicia, Christy W., Chris	HR, MIS
Disruptive Student Guide: Update, move online, and develop trainings	IE	A		Andrew	Marketing & Public Relations
Evaluate moving ABS registration online	IE	A	X	Tyler, Chris	ABE, MIS
Shift College Now registration process to online	IE	SA		Tyler	Chris, Jared, Kara, MIS, Instruction
Evaluate CAP appointment process with respect to current tools	IE	S		Sharon, Diane	
Evaluate use of photo ID's on class rosters and faculty/staff photos available to students	--	A		Tyler, Chris	Academic Affairs, Faculty Senate/faculty, instructional adminis.
Implement virtual tour	--	A	X	Tyler, Kayleen	MPR, branch campuses
New Title IX Regulations, including policy, trainings and website	--	M	X	Alicia	Andrew, Laura, Tyler

* See "Type of Projects" definitions on pages 1 – 2

DONE!	Lead(s)	Str Plan Connection
Implement early deadlines for full academic year	Tyler, Stephanie, CAP Services Director	SS
Youth Leadership Summit	Christy	CE
Priority registration for continuing veterans	Tyler, Chris	n/a
Implement summer advising requirement	Tyler, Chris, Alicia	SS
Move fall 2020 Bobcat Advising and Registration dates earlier	Alicia, Stephanie, Tyler	SS
Move pre-advising workshop to online format	Bonnie, Sharon	SE
Move directed self-placement to online format	Stephanie, Sharon, Beth	SE
Reinstate Diversity and Inclusion training	Christy	SE
Broadside Redesign	Andrew	n/a

Shift College Now admissions application online	Tyler, Chris, Kara	IE
Implement CRM, phase I (newly admitted students)	Tyler, Sharon, Kayleen	SS
Implement DegreeWorks Upgrades	Jared, Bethany	--
Develop priority Bobcat Advising and Registration for new veterans	Tyler, Dian	--
Shifting application fee to up front (fake application intervention)	Tyler, Chris, Jared	---