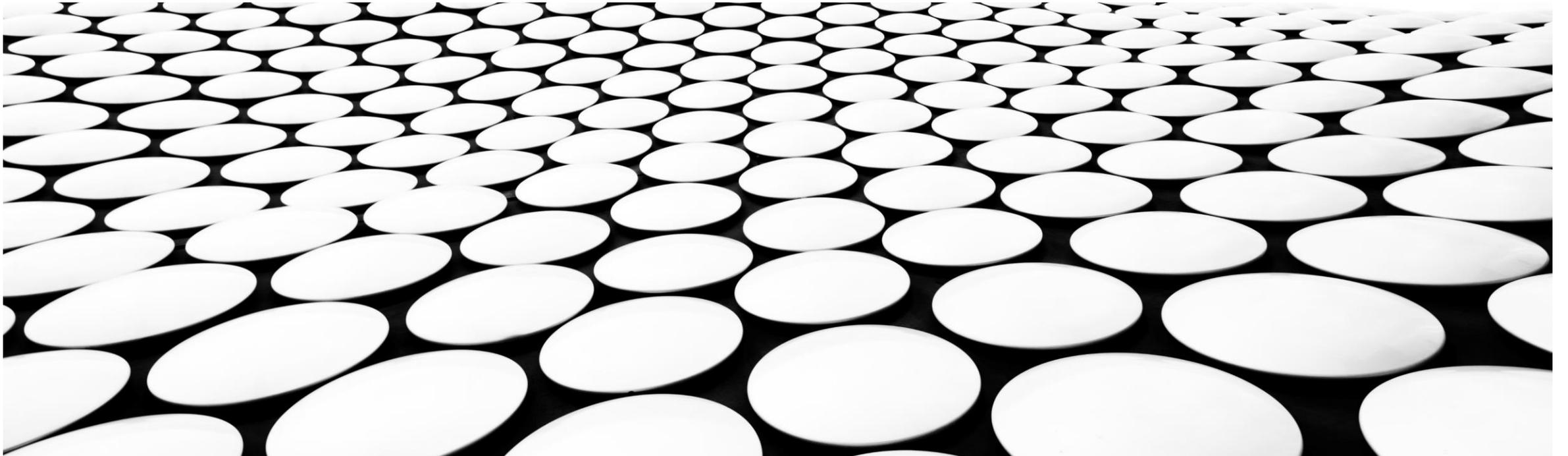

SPRING FACULTY/STAFF INSTITUTE

JANUARY 10, 2022





OH, THE THINGS WE HAVE STUDIED...

PROJECTS #1 AND #2

DACUM with the Student Success Center Staff

- Focused on understanding duties and tasks of the Centers
- One all-day meeting and email collaboration to follow-up

Mapping the Admissions Process

- Included the Admissions Staff, Financial Aid Staff, and Communications Staff
- Created a detailed flow-chart of the process and identified places where we are doing manual work
- It was an extremely long flow-chart!

PROJECT #3

Student Perception of Student Barriers Survey

- Distributed through BlackBoard
- Was to be for currently enrolled students but some who responded were former students and some faculty
- Had 100 current student responses*
- Students were asked how much of a challenge a variety of topics presented for them as a student.
- Students responded either with “created significant challenges,” “created some challenges,” or “created no challenges.”

*Additional surveying and/or focus groups will be conducted this semester.

PROJECT #3, CONTINUED...

The categories were the following:

- Transportation
- Affordable Healthcare
- Reliable Internet Service
- Caring
- Tutors
- Quiet Place to Study
- Access to a Computer
- Fit In
- Substance Use/Misuse
- Unsure of college procedures/how to get assistance
- Feeling Depressed or Anxious
- Housing Insecurity
- Food Insecurity
- Childcare

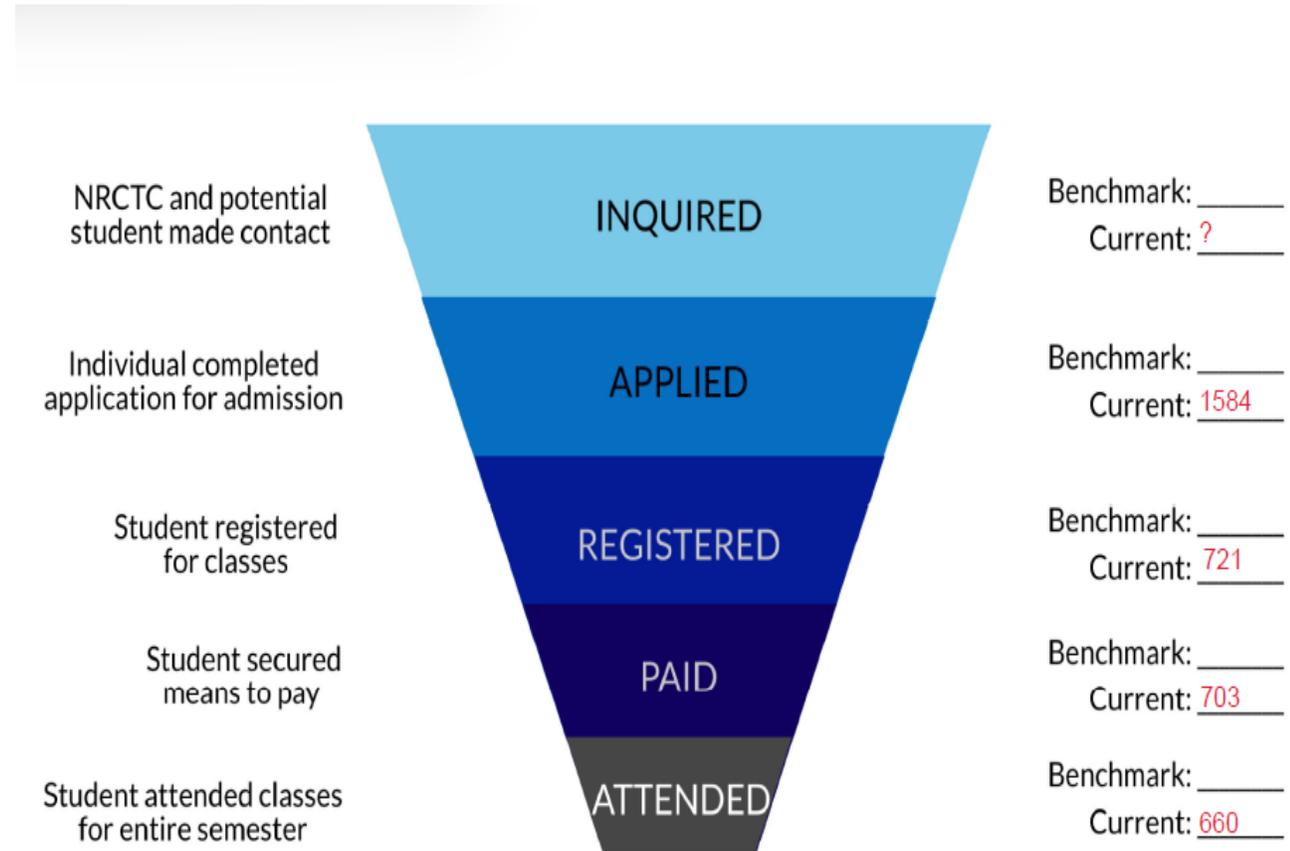
The Top Five Challenges for Students Were the Following:

1. Feeling Depressed or Anxious
2. Reliable Internet Service
3. Food Insecurity
4. Unsure of college procedures/how to get assistance
5. Quiet Place to Study

PROJECTS #4

Enrollment Funnel Analysis

- Increase in applications
- Large list of conditional admits—those who have started the application process but have not completed it
- No process to removed conditional admits from the list—either to move them back up as a prospect or remove them all together
- Still need benchmarks for the funnel



Numbers as of 12/10/2022

PROJECT #5

CRCC Summer Institute

- Working on revising the onboarding process
- Onboarding will continue through the student earning 30 credit hours
- Requires implementing ACIP framework
- Set retention and 3 year completion goals from this work

ACIP

- **Ask** students about their interests and aspirations
- **Connect** students with faculty and peers who share their interests
- **Inspire** students to learn
- **Plan** for each student an individualized educational plan



OH, THE PROJECTS WE WILL DO...

PROJECTS #1 AND #2

1. Finalize the implementation of a customer resource management tool

- Tracking for inquiries
- Improve communication with potential students and those in the admission process
- Help to finalize benchmarks for the enrollment funnel
- Should be up and running this semester

2. Transform the Student Success Centers to incorporate first time student advising

- Will allow the Admissions department to focus only on admitting
- Will require evaluation of some processes that are currently done in the SSC
- Will require training for the SSC provided by Admissions

PROJECTS #3 AND #4

3. Craft processes to work with conditionally admitted students

- Will help increase enrollment
- Improve effectiveness of enrollment funnel
- Will be a more efficient use of time and effort by Admissions staff

4. Create a plan for wrap around services such as but not limited to the following:

- Career coaches
- Campus Food Pantries
- Counseling Center
- Growing the collegiate recovery program

PROJECT #5

5. Continue with implementing the ACIP model
 - Will blend in with revising the SSC
 - Will support revisions to how we advise returning students
 - Will create a foundation for improving orientation

**“I'm sorry to say so
but, sadly, it's true
that Bang-ups
and Hang-ups
can happen to us.”**



OH, THE PLACES WE WILL GO! THERE IS FUN TO BE DONE

FUN OUTCOME #1

To be Proactively Ready for the New Funding Model & the Upcoming HLC Interim Report

- These initiatives should have a positive impact on our ability to show gains in the categories for the new funding formula.
- These initiatives are grounded in data and research, have been discussed, and the discussions pushed us to the right projects. We will continue the loop by assessing the projects as we go along and will make changes/adjust as needed.
- A side bonus—the initiatives are connected to the current strategic plan and are honing in on our core focus of being a college that is ready for our students.

“There are points to be scored. There are games to be won. And the magical things you can do with that ball will make you the winning-est winner of all.”

FUN OUTCOME #2

Creation of a Strengthening Institutions Federal Grant Application

- This grant will help us fund some the items we want to implement.
- Data-informed grant which we have been building the base for last semester.
- Hired a grant writer

“We’ll be on our way up!
We’ll be seeing great sights!
We’ll join the high fliers
who soar to high heights.

We won't lag behind, because we'll have the
speed.
We'll pass the whole gang and we'll soon take
the lead.”

A FINAL THOUGHT AND MY THANKS TO DR. SEUSS

We'll get mixed up, of course,
as we already know.

We'll get mixed up
with many strange birds as we go.

So be sure when we step.

Step with care and great tact
and remember that Life's
a Great Balancing Act.

Just never forget to be dexterous and deft.
And never mix up our right foot with our left.

And will we succeed?

Yes! We will, indeed!

(98 and 3/4 percent guaranteed.)