Spring 2017 Strategic Planning Update: Supporting academic success

2015-16 Strategic Planning Summit Ideas

Each table of participants was given a theme to discuss. The tables reported all their ideas, and presented their top idea to the summit. Top ideas selected by the table are highlighted below.

**Advising Ideas**

<table>
<thead>
<tr>
<th>Top Idea: Boosting retention through Navigate/Guided Pathways (Table theme: Increased funding)</th>
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<tbody>
<tr>
<td>Other Ideas:</td>
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<tr>
<td>Continue to improve advising structure (Table theme: Internal Collaborations)</td>
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<td>Support needs of entering students</td>
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<td>- Many students are not aware of all the program options and they are anxious to sign up for classes and leave. Identify ways to engage them during orientation about program offerings to help guide their paths</td>
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<td>- Train students on how to map out their program of study over two years</td>
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<td>(Table theme: College Readiness)</td>
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**Spring 2017 Status:** source – IEO notes

- Focus areas refined
- Website changes to reflect focus areas
- Advising Workgroup for 2016-17, tasked with developing a plan for intentional advising around guided pathways
- Changes to catalog to help students understand path
- Reduced elective choices for AAS programs.
- **Planned for 2017-18:**
  - Review of electives for transfer programs
  - Review of pre-requisites
  - Matching program SLOs with employment needs

**SAILS Ideas**

<table>
<thead>
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<th>SAILS early alert – student awareness</th>
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<td>- Consistent use of SAILS for how we want to utilize the tool (schedule meetings, referrals, etc.) The student raised concern that there was not consistency with how to meet with an advisor. Some require scheduling through SAILS while others have an open door policy. Providing a consistent message to our students and faculty can reduce confusion on how to go about requesting assistance. This may be available so the recommendation may be to better market how to request assistance.</td>
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<td>(Table theme: College Readiness)</td>
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**Spring 2017 Status:** source – Brooke Ferguson

- Appointment scheduling through SAILS is used by all types of advisors (new student advisors, program advisors, faculty advisors), although all types also accommodate walk-ins. SAILS appointment scheduling is not required, and individual faculty still use a variety of methods such as
posted office hours, phone calls, email, etc. One of the challenges is that the integration between SAILS Connect and Outlook is currently only one-way. Therefore, appointments scheduled in SAILS Connect feed into the Outlook calendar through meeting invitations, but appointments placed on the Outlook calendar do not automatically block/reserve time in SAILS Connect. Two-way integration between SAILS Connect & Outlook is possible.

- Speaker during spring in-service on January 3rd, 2017 to discuss the ethics of advising.

### SDV Ideas

SDV class – move to 2 credit course
- Talk about pathways and options available
- Mandatory to see advisor (student recommendation) to help understand pathways
- Assignment in SDV class to see advisor; part of syllabus to ensure students connect with their advisor
- Important for faculty to have a general toolbox to assist students. Develop a check list for faculty advisors on how to assist students and make them feel welcome to visit them (student recommendation). For example, all faculty should be able to assist students with general information such as how to look up what courses are needed to transfer to a 4-year program. Student should do the research, but the faculty member should be able to “guide” the students to websites and how to do keyword searches.
- How to handle transfer advising – provide general resources and tools to maneuver through various systems (Table theme: College Readiness)

**Spring 2017 Status:** source - governance materials

- The SDV Workgroup developed two-credit SDV options for all focus areas. These will consist of a one-credit SDV 100 applicable to all focus areas, and a one-credit SDV 101 which is focus-area specific. These two-credit SDV selections will begin in Fall 2017.

### Student Support Ideas

**Top Idea:** Communications to connect students with campus resources (Table theme: Facilities to Increase Student Success)

Design our processes with student perspective in mind (more student contact) (Table theme: Internal Collaborations)

Student support is better in new buildings but lacking in older buildings that have not been remodeled. Funding sources are limited to close this gap. (Table theme: Facilities to increase student success)

Some campus spaces are not fully utilized due to lack of staff or equipment. Example: Brown tutoring and testing spaces and hours of operation
- Computer lab – personnel.
- Additional staff to fully utilize the facility. Can be done through work study (Table theme: Facilities to increase student success)

**Spring 2017 Status:**

- This will be the focus of a workgroup for 2017-18.
- Workforce is working on grants to establish a more robust Credit for Prior Learning program on campus.

Financial Aid Ideas

Additional Financial Aid
- Awareness of financial aid opportunities
- Resources on how to complete forms and when deadline areas
- Education on how it works
(Table theme: College Readiness)

Spring 2017 Status: *source – Chad Sartini*

- We held financial aid information nights at area high school and a Saturday event on campus in December.
- We are launching GetSAP, an online Satisfactory Academic Progress advising tool. It educates students about SAP and guides them through the appeal process. The tool is on the website, but has not been announced yet. It will be required of students who are appealing to have their aid reinstated.
- The Learning Materials Workgroup conducted a survey in which about 1 in 5 responding students stated that they had taken fewer classes due to textbook costs. Based on these results, the workgroup is working with other governance groups on ways to encourage and support faculty in considering low cost/no cost textbook options.

Mentoring Ideas

Cross-campus mentoring. Mentors help students connect, retain and succeed.
- Modeled after STEM mentoring program
(Table theme: Facilities to Increase Student Success)

Mentorships (peer and faculty) – utilize peers and leaders that students can identify with; use as role models; engage them in the college early. Students want to feel a part of a group and it helps for students to see and interact with people they can relate to.
- Women in STEM
- Minority and Diversity populations
(Table theme: College Readiness)

Spring 2017 Status: *source - governance materials*

Mentorship Workgroup for 2016-17, tasked with providing a forum for discussion for mentorships in various stages of development, and developing resource materials for successfully establishing, implementing, and assessing a mentorship program

Phi Theta Kappa is hosting “Coffee and Conversation” the 2nd Friday of every month at 12pm. Meet in the Student Center across from Subway. Connects PTK members with English as a Second Language students to help them work on English skills.
Counselling, coaching and advising resources should be consolidated into a one-stop. Current system is confusing and frustrating to students. If these cannot be in one location or consolidated (people), then someone needs to diagram their functions and locations and evaluate if it is contributing to student retention and success. Create adjacency or map to student resources.
- Co-location of student success resources within Student Services
- Overcoming barriers for retention

Use facility names student understand. Students look for Admissions, not Enrollment. Students looking for Advising are confused with Counseling. Different types also to learn, like Trio advising and academic program advising. MAP to clarify? Students need to know resources to get the correct help/support.

**Spring 2017 Status:** source - Lori Baker

- We really only offer advising on our campus and the new student advisors are located in one place. Of course the program advisors and faculty advisors are located within their divisions. The person might be referring to Amanda Decker who might be considered a coach. We do have a map of student resources which outline what resources we have and where they are located
- Right now we have enrollment, financial aid, records, advising and cashier in one location. I would love to have disability services and intervention counseling located in our building but there is no space. However, I feel those are distinct enough units that referrals happen quite easily.
- ASA and Student Services have certainly been examining barriers for retention this year. This would include guided pathways, class schedules, fast-track programs, SAILS flags, and multiple measures to name a few.

Child care: Does it limit student success not to have on-site child care? If VWCC had space, could Honeytree run it and use our Early Childhood Development students? This could create internships for student success.

**Spring 2017 Status:** not yet addressed

**Facilities/Equipment**

Keep up with technology change so students work on the same equipment at VWCC as they will in the workforce. Need plan to replace and keep equipment current and relevant.

Students should be required to have laptop and all software. Texts and required program info should be bundled so it is convenient to the student and empowers them to learn without having to figure out the system to acquire what is needed.

Students need “cool spaces” that inspire study & collaboration. Spaces need to be near academic program areas for support and interaction.

**Spring 2017 Status:** source - governance materials

- The FAS Governance Committee added improving student spaces as a goal for 2016-17.
- Furniture to encourage corporative learning is being piloted in HP 416 (before Spring Break) and A211 (after Spring Break); more extensive replacements will be deployed after the spring semester ends.
- Various technology in classrooms is being explored by B Bagby via models and faculty input, including new web-based videoconferencing system being piloted in Radiation Oncology and Dental Hygiene.
- Freestanding charging stations for student electronics will be piloted in Brown Library and Student Life.
- The Sustainability Workgroup has contacted Carilion’s sustainable health group to inquire about their experience with healthy food vending options or sustainable community outreach.