HOLISTIC STUDENT SUPPORT

Collaborate with students both in and out of the classroom to understand
and respond to their needs and goals

Strategic Indicators Fall 2023 Update

SEM Stars (Holistic Student Support/SEM Plan Oversight Team): The SEM Stars identified four activities for the Tactical Leads. All four were completed:

Session One: Overview of SEM and Connection to Larger Institutional Goals, Project Charters
Session Two: Indicators 101, Work session to develop indicators
Session Three: FTE – What is it anyway? And Project Management Tips and Tricks
Session Four: Status Update and Project Charter small group activity
Details of SEM Tactics can be found [here](#).

Total FTE and Headcount are increased ✔️

2022-2024 Tactics	Completed	On Track	Progress Made; Assistance Needed	At Risk
12	4	7	1	0

Sample Indicator: (Tactic 1.1.3) Digital Literacy: increase the number of CCC students passing basic computer skills and windows (components needed for placement in BA 131).

Narrative: The digital literacy tactic team identified and requested funding to make NorthStar the sole platform for assisting students with digital literacy. Next steps include bring together a user's group to develop training tools (winter term) and begin a communication campaign of the service (spring term).

CCC Employees confidently and consistently connect students to the services they need ✔️

2022-2024 Tactics	Completed	On Track	Progress Made; Assistance Needed	At Risk
6	2	4	0	0

Sample Indicator: (Tactic 3.1.3) Implement activities to prevent dropping out of CCC: Review data of current reasons students are dropping (from the beginning of week 3 through the end of week 8).

Narrative: This team is looking to develop a mechanism that asks students to indicate their reason for needing to drop a course and then identifying a system that would prevent a student from completely dropping out (if this is deemed as something we want to do). The team will build intervention strategies based on the reasons students indicate for dropping.

Students' ease of access to services is improved ✔️

2022-2024 Tactics	Completed	On Track	Progress Made; Assistance Needed	At Risk
12	3	6	1	2

Sample Indicator: (Tactic 3.2.1) Milestone: Understand student experience when accessing and interpreting their bills.

Narrative: Survey results are pending to gain a better understanding from students what it means to more easily read their bill.

Students' sense of belonging and connectedness to CCC is increased ✔

2022-2024 Tactics	Completed	On Track	Progress Made; Assistance Needed	At Risk
4	2	1	1	0

Sample Indicator: (Tactic 4.1.6) Milestone: Explore survey questions from various departments to better streamline one intake application.

Narrative: This team enhanced the intake process that has led to a significantly updated admission application and student update form. These forms allow us to identify additional resources needed based on student population (e.g. gender, program of study, student-parents), better understand why students are attending CCC, and place students into the appropriate Educational Focus Area. All of this data collection allows us to create personalized communication and support to our students.

✔
On Track

➕
Progress Made, Assistance Needed

❗
At Risk