

Student Engagement and Learning Support

Operational Plan 2016-2017



Mission

- College Mission: OCC is Central New York's partner in education for success.
 - Achieving our mission through:
 - Student Access, Retention, Completion, Transfer
 - Academic Excellence
 - Student Engagement and Support
 - Career and Workforce Advancement
 - Responsible Stewardship of Resources
 - Community Engagement
- ***The division of Student Engagement and Learning Support contributes to the mission by providing programs and services that promote: student access, retention, completion, and transfer; student and community engagement; support of students' academic and career goals; and access to resources needed to be successful.***

Strategic Goal 1: Equitable access to clear and well-aligned paths

- Degree Audit Clean-up and Student Planning Rollout
 - Advising Center, IT, Ellucian Team
- Communication and Collaboration re: Curriculum
 - Advising Center, Curriculum Coordinator/Academic Affairs
- Comprehensive Review of Registration and Records processes
 - Registration and Records, Ellucian Team
- Anti-bullying Programming
 - OAR, Residence Life, Service Learning, Human Services faculty
- Transition Team Model for Continuing Students
 - Advising Center, Transition Team, possibly other Student Service areas
- Expansion of Embedded Tutoring
 - Learning Center, Academic Departments

Strategic Goal 2: High impact practices for student engagement

- Expanded collaboration for study skills workshops and course-specific study groups, as well as peer tutor recruitment
 - Learning Center (targeting specific student groups, populations, and courses)
- Advising, Transfer, and Career Education expanded
 - Advising Center, CRJ/BUS/GEN faculty, Residence Life, Advising Fellows
- Promote Developmental Education Acceleration
 - Advising Center, Academic Affairs, AtD Workgroup, Testing, Registration and Records
- Refinement of Connect/Express Enroll program
 - Advising Center, Transition Team, AtD Workgroup

Strategic Goal 2: High impact practices for student engagement

- **New Programming and Leadership Model**
 - Office of Student Leadership and Engagement, Welcome Onondaga
- **Financial Literacy Programming**
 - Student Engagement, Community Care Hub, Financial Aid, Student Accounts
- **Single Stop and Community Care Hub Launch**
 - Student Engagement, Marketing
- **Enhanced Visibility of Internship Opportunities and Career Services**
 - Career Services, faculty collaboration
- **Develop System of Support for Faculty in Working with Difficult Student Behaviors**
 - Student Engagement, Student Conduct, Academic Deans

Strategic Goal 3: Student transitions to college

- Promote Academic Support Services to CCN, PTECH, Early College, and Smart Scholars high school participants
 - Learning Center, collaboration with K-12 Partnerships
- We Care Enhancement through Internal and External Collaborations
 - Student Engagement, Community Care Hub, Counseling, Campus Safety, external partners
- Increase Remediation Opportunities for High School Students
 - Testing, English/math/reading departments
- Continued Growth of Onondaga Pathways to Careers Program
 - OAR, internal and external partners
- Improve Admissions Processes
 - Admissions Processing, Transition Team, Ellucian team, IT

Operational Priorities

- Tutor Recognition and Professional Development (Talent/Human Capital)
 - Learning Center, collaboration with faculty coordinators
- Increase Data-Driven Processes in Transition Team Efforts (Culture of Evidence)
 - Transition Team, Recruitment
- Cross-Train Registration and Records staff (Talent/Human Capital)
 - Registration and Records
- Develop Standards, Documentation, and Training as part of Colleague Rebuild Project (User-friendly Systems)
 - Enrollment Management, Ellucian Team
- Develop Complaints/Appeals Process (Transparency and Teamwork)
 - Student Engagement, Enrollment Management, Academic Affairs, Compliance