

Strategic Initiative Project Work Plan Summary

Project Name:	Support Services for Student Success	Academic Year:	2018 –2019 / Version 5.0 (10-26-18)
Strategic Priority:	Increase support for personal concerns that impact enrollment and retention	Project Leaders:	Deborah Deckner, Mari Roberts, Allen Ward
Team Members:	Deborah Deckner, Mari Banks, Allen Ward, Christine Smith, Kimberly Ridenour, Shiraz Karaa, Andrea Clark, Robert Pfeiffer, Carolina Amero, Avaneell Pugh		
Project Description:	Construct strategic plan goals and action steps regarding assistance/support for students who have academic, social, or emotional needs; such as housing, food insecurity, and/or transportation; that may influence academic outcomes, retention, or matriculation.		
Success Measure(s) Green – Ongoing Orange – Projected Blue – Completed	<ol style="list-style-type: none"> 1. Increased satisfaction with identified existing student support services (SSS) from online and on campus students. 2. Increased utilization of identified existing SSS by online and on campus students. 3. Increased faculty referrals to identified existing SSS. 4. Identification of needed (non-existing) SSS. 5. Increased integration of all SSS through consistent inter- or intra-service assessment review and planning sessions to reduce redundancy and increase efficiency. <p>(Since we do not have clear baseline information, we are reticent to establish specific quantitative benchmarks)</p>		

#	MAJOR TASKS / Action Steps	Target Date	Responsibility	Deliverable(s) / Notes
1	EVALUATE EXTANT STUDENT SUPPORT SERVICES AND LITERATURE REGARDING SUPPORT SERVICES IN FIVE AREAS: <ul style="list-style-type: none"> • ACADEMIC • SOCIAL • EMOTIONAL • PHYSICAL • FINANCIAL 			
1a	<input type="checkbox"/> Create Committee to define then identify and evaluate existing academic support services at CSU <input type="checkbox"/> Committee will: <ul style="list-style-type: none"> ○ Gather and review existing data regarding student use of and satisfaction with, identified services ○ Conduct literature review regarding SSS ○ Preemptively investigate options for transportation assistance including carpooling connections, food and housing insecurity. (Assuming through anecdotal evidence they will be identified as needs). 	Completed - December, 2016	SSS Evaluation Committee Directors of Identified SSS	<input type="checkbox"/> <i>Committee members</i> <input type="checkbox"/> <i>Definition and List of Extant Student Support Services</i> <input type="checkbox"/> <i>Summary of existing data regarding the identified services. – e.g. student satisfaction and utilization - is our current level of utilization evidence of high access or does it suggest barriers to access?</i> <input type="checkbox"/> <i>Lit review or annotated bibliography regarding SSS</i>

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				<ul style="list-style-type: none"> ❑ <i>List of potential, viable options for student transportation, food, and housing assistance.</i>
1b	<ul style="list-style-type: none"> ❑ Committee will: Create instrument to evaluate academic, social, emotional physical, financial needs of students that influence academic outcomes, retention, or matriculation and whether/how they feel these needs are being addressed by existing CSU student support services. 	Completed - December, 2016	SSS Evaluation Committee	<ul style="list-style-type: none"> ❑ <i>Creation of Student Survey</i>
1c	<ul style="list-style-type: none"> ❑ Implement instruments to evaluate academic, social, emotional, physical, and financial needs of students that influence academic outcomes, retention, or matriculation and whether/how they feel these needs are being addressed by existing CSU student support services. <ul style="list-style-type: none"> ○ Perhaps through a campus-wide climate survey as used by other universities ○ Be sure to include/ determine pattern of current service utilization by, online students 	Completed – Spring 18 Ongoing/In Progress - Fall 18 Projected Spring 2019	SSS Evaluation Committee, Provost’s Office, Faculty, and CSU IT Department	<ul style="list-style-type: none"> ❑ <i>Implementation of Student Survey</i> ❑ <i>Survey Outcomes</i> <ol style="list-style-type: none"> 1. <i>We have used Wisconsin HOPE Lab Institutional Survey in Fall 17 to eval food and housing insecurity – are scheduled to receive responses in Feb 18.</i> 2. <i>Our committee is currently in the process of distributing SSS surveys in random classrooms.</i> 3. <i>Focus groups are on hold until survey results are analyzed.</i> 4. <i>Student Climate Survey is also scheduled for Spring 19 distribution.</i>
1d	<ul style="list-style-type: none"> ❑ Conduct student focus groups with the charge of evaluating present student services and creatively thinking about how to address unmet student Academic, Social, Emotional, Physical, and Financial needs. (e.g. including representatives from across campus like: Counseling, University Health Services, Alpha Phi Omega Service Fraternity/Americorps, Dean of Students’ Office, Housing and Residence Life, First Year Experience, faculty and staff.) 	Projected – Spring 2019	SSS Evaluation Committee, Student Participants and are loos	<ul style="list-style-type: none"> ❑ <i>List of Focus Group Members and Meeting Schedule</i> ❑ <i>Focus Groups Take Place</i> ❑ <i>Focus Group Transcriptions/Notes</i> <ol style="list-style-type: none"> 1. <i>Focus groups will ensue once survey data have been processed and are loosely scheduled for March 18.</i>
2	USE DATA GATHERED IN STEP ONE TO IDENTIFY AND PRITORIZE FOCUS AREAS (Drawn from The Five Below)			

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	<ul style="list-style-type: none"> • ACADEMIC • SOCIAL • EMOTIONAL • PHYSICAL • FINANCIAL 			
2a	<ul style="list-style-type: none"> ❑ Instrument data analysis ❑ Establishment of themes ❑ Identification of focus areas 	Projected – Spring and Summer 2018	SSS Evaluation Committee	<ul style="list-style-type: none"> ❑ <i>Quantitative and Qualitative Analysis of Survey Data</i> ❑ <i>List of Overarching Survey Themes</i> ❑ <i>List of identified focus areas, services currently existing in these areas, and services needed in these areas.</i> <ol style="list-style-type: none"> 1. <i>Climate survey scheduled for spring 18 – analysis after.</i> 2. <i>Data analysis of the SSS survey will happen in early Spring 18</i> 3. <i>Data analysis of focus groups is scheduled for Late Spring 18 (need transcription funding for Focus groups)</i>
3	<p>IDENTIFY SPECIFIC GOALS, OBJECTIVES, AND ACTION STEPS TO CREATE, SUPPORT, OR MARKET STUDENT SUPPORT SERVICES IN IDENTIFIED AREAS (Drawn from The Five Below)</p> <ul style="list-style-type: none"> • ACADEMIC • SOCIAL • EMOTIONAL • PHYSICAL • FINANCIAL 			
3a	<ul style="list-style-type: none"> ❑ Identification of specific goals/objectives to create, support, or market student support services in identified areas 	Ongoing	SSS Evaluation Committee	<ul style="list-style-type: none"> ❑ <i>List of goals and objectives to support the creation, support or marketing of SSS in identified areas. Still on target after data collection in fall 2018</i>

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				<ul style="list-style-type: none"> ❑ <i>Since there are some things that do not bear waiting on data analysis, the Committee has previously identified and continues to work on the following goals:</i> <ol style="list-style-type: none"> 1. <i>Increase SSS that address student needs in a broad manner (see section 4a for more information).</i> 2. <i>Identify and apply for grant opportunities to support the initiation of new SSS (see section 3d for more information).</i> 3. <i>Address food and housing insecurity on campus (see section 4b for more information).</i> 4. <i>Provide child care assistance for students (for more information see section 4a).</i>
3b	<ul style="list-style-type: none"> ❑ Create committee with the charge of creating action steps based on previously established goals and objectives. Will including representatives from across campus (e.g. Counseling, University Health Services, Housing and Residence Life, First Year Experience, faculty and staff, online students) ❑ Identification of action steps. 	Projected – Late Spring - Summer 2018	SSS Planning Committee	<ul style="list-style-type: none"> ❑ <i>Establishment of Committee</i> ❑ <i>List of Goals and Action Steps</i> <ol style="list-style-type: none"> 1. <i>Still on target after data collection in spring/summer 2018</i>
3c	<ul style="list-style-type: none"> ❑ Create timeline for action steps to fulfill goals and objectives 	Projected Late Spring - Summer 2018	SSS Planning Committee	<ul style="list-style-type: none"> ❑ <i>Timeline</i> <ol style="list-style-type: none"> 1. <i>Still on target after data collection in spring/summer 2018</i>
3d	<ul style="list-style-type: none"> ❑ Increase the availibty of SSS on campus. 	Projected Spring - Summer 2018		<p><i>Based on the goals listed in section 3a, the committee has engaged, or is currently engaging, in the following:</i></p> <ul style="list-style-type: none"> ❑ <i>Persuing smaller pots of money that align with external funds that address the needs of our students broadly.</i> ❑ <i>Allen is meeting with Betty M. to build a support team within the univ to answer the question, “who are the influential people in student’s lives that the univ can communicate with to stimulate retention and graduation?” They have several</i>

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				<i>groups of people who have self-id'ed as interested in participating in such an initiative – they are presently looking to see if they can boost the quality of interaction with this group and move beyond parents towards the inclusion of caretakers/significant others.</i>
4	CREATE, SUPPORT, OR MARKET (Implement or Enhance) STUDENT SERVICES RESOURCES THAT HAVE BEEN IDENTIFIED AS NEEDED/IN NEED (as an example below, we articulate steps for creation of a program that we anticipate pursuing based on institutional data patterns. *** (Other actions regarding this step will be TBA based on findings from, decisions made about, or action regarding the steps above. Dates of actions should range throughout the 5-year strategic plan period)			
4a	<ul style="list-style-type: none"> □ Establish child care resources as a part of university student services 	<p>Completed AY 2016-17 Ongoing AY 2018-19 Also Projected</p>		<ul style="list-style-type: none"> □ <i>First 22 months of the Boost Program:</i> <ul style="list-style-type: none"> ○ 79 parents and 85 children served. ○ Term before and after entry demonstrated 25% increase in course load carried. ○ 7% increase in GPA. ○ 62% exited with degree in hand in contrast to national data where 33% complete degree. □ <i>Deborah is pursuing a new grant opportunity – an outgrowth of funds from the Atlanta Womens Foudation –2-generation initiative (parents and children) – a 15k planning grant to look at ways to strengthen child and adult-serving orgs – we are now being encouraged to persue an implementation grant – due Nov 31^s</i>
4ai	<ul style="list-style-type: none"> • Establish team to clarify students' child care needs, how those needs are influencing their academic outcomes, and whether/how they feel these needs are being addressed by CSU student support services. • Research number of students with children under 4 who need child care assistance. 	Completed - Summer 2016	Deckner, Manglitz, Team, and CSU IT Department	<ul style="list-style-type: none"> □ <i>Student Survey</i> □ <i>Student Focus Groups</i> □ <i>Survey Outcomes (all could be related to survey in step one, or, compiled from previous survey information)</i>

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4aii	<ul style="list-style-type: none"> Correspond with state agency – Quality Care for Children – to develop partnership related to CSU’s participation in Quality Care for Children’s initiative to provide subsidies for four year college students with children four years of age and under. 	Completed - Summer 2016	Deckner, Manglitz and Team	<ul style="list-style-type: none"> Definition of participation criteria
4aiii	<ul style="list-style-type: none"> Complete MOU for CSU Boost Initiative participation 	Completed - Fall 2016	Deckner, Manglitz, and Team	<ul style="list-style-type: none"> MOU
4aiv	<ul style="list-style-type: none"> If approved, establish communication and evaluation process for student parents to apply for child care assistance through Quality Care for Children Implement program evaluation process. 	Completed - July and August 2016	Deckner, Manglitz, and Team	<ul style="list-style-type: none"> Program evaluation, communication and dissemination guidelines.
4av	<ul style="list-style-type: none"> Reapply for DOE Child Care Access Means Parents in School (CCAMPIS) Grant 	Completed - Spring 2017	Deckner, Manglitz, and Team	<ul style="list-style-type: none"> Grant application
4b	<ul style="list-style-type: none"> Hunger and Homelessness Task Force 	Completed AY 2016-17 Ongoing AY 2018-19 Projected – Spring 2019		<ol style="list-style-type: none"> Task force Mini pantries On website Meal donation program established Overseeing the Chancellor’s survey Marketing on social media and on campus-wide e-mail Have met with marketing to discuss support for website and more. Website “Nessie’s Place”. Mari is working with the committee to plan a food drive to fill mini-pantries. The committee needs to begin work on housing insecurity.
5	DEVISE TRAINING MODEL FOR EDUCATING FACULTY AND STAFF REGARDING SSS (So That Referrals Can Be Made In A Timely Fashion)			
5a	<ul style="list-style-type: none"> Elicit members of an SSS Faculty Outreach team Develop learning outcomes/objectives for SSS Faculty Training model. (Based on findings from Step one)	Ongoing AY 2017-18 Projected Fall 2019	SSS Faculty Outreach Team	<ul style="list-style-type: none"> Program Members Program Objectives <ol style="list-style-type: none"> Establishing connections between faculty and SSS through SSC Campus

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				<p>2. <i>Faculty are making referrals to Advising, Career Services, Writer's Studio, and the CAS</i></p> <p>3. <i>This committee is monitoring and tracking how this is being done and how it can be used to influence SS outcomes.</i></p> <p>4. <i>Waiting for SSS survey outcomes to train faculty.</i></p>
5b	<input type="checkbox"/> Develop curriculum (method of delivery, dissemination, and participation).	Projected for Summer 2019	SSS Faculty Outreach Team	<input type="checkbox"/> <i>Program Curriculum</i>
5c	<input type="checkbox"/> Conduct Faculty Training sessions in which faculty will engage in brainstorming/planning for upcoming year based on programmatic outcomes.	Projected for Fall 2019	SSS Faculty Outreach Team	<input type="checkbox"/> <i>Training Sessions Implemented</i>
6	DEVELOP AND IMPLEMENT FORMATIVE AND SUMMATIVE ASSESSMENT TO MONITOR STRATEGIC PLAN IMPACT (These Go Beyond Our Actual Success Measures And Also Capture Program Implementation/Monitoring)			
6a	<input type="checkbox"/> Monitor progress toward phased implementation of key action steps identified for 4-6 above.	TBD based on 4-6 above. Beyond 2018	SSS Evaluation Committee	<input type="checkbox"/> Initiative progress report
6b	<input type="checkbox"/> Identify strategies and timeframes for mid-plan corrections	TBD based on 4-6 above. Beyond 2018	SSS Evaluation Committee	<input type="checkbox"/> List of identified corrections

Key

Green – Ongoing Work

Orange – Projected Work

Blue – Completed Work