Orientation and Student Success Action Plan

Recommendation	Lead	Quick Win?	Priority	Partners Needed	Status	Fall 2024	Spring 2025	Summer 2025	Fall 2025	Spring 2026	Summer 2026	Fall 2026	Spring 2027	Summer 2027	Fall 2027	Spring 2028	Summer 2028	Fall 2028
Enhance communication between Admissions and Bridge. At a minimum a stronger communication system must include a timeline for updating all student entry terms to Summer, and have all students admitted to SLCC by the time Summer Bridge Orientation starts.	Bridge		1	Asst Dir, Admissions Operations	Not Started	█												
Strengthen the communication between Bruin Scholars, Summer Bridge, and Financial Aid and Scholarships to smooth out the scholarship and waiver awarding process. This includes developing a detailed plan outlining how the Summer Bridge scholarship will be used to support the Bruin Scholars Summer Bridge continuation in the fall and spring semesters and which team will administer what element of the scholarship process.	Bridge		1	Asst Dir., Financial Aid & Scholarships Asst Dir., OSS Bruin Scholars	In-Progress	█												
Evaluate the compensation for faculty leads involved in the Bridge program and ensure it's equitable accross all subjects, developing clear guidelines and expectations for compensating faculty involved in the project, specifically for math faculty. Attention should be given to the ratio of faculty leads per number of students enrolled in their subject	Bridge		1	Academic Affairs	Not Started	█												
Implement regular feedback surveys from Bruin Scholar participants to ensure the program is meeting their needs and make adjustments to the program as needed.	Bruin Scholars	X	1		Completed	█												
Explore the possibility of merging the four different Bruin Scholars social media accounts into one account, representative of the whole program.	Bruin Scholars	X	1		Completed	█												
Transition the PACE College Program under the umbrella of the Bruin Scholars Program.	Bruin Scholars	X	1	SALT	Completed	█												
Expand the Bruin Scholars mentorship program to increase peer mentors, create additional peer trainings, and enhance the technology used for mentor-mentee communication.	Bruin Scholars		1	Thayne Center	In-Progress	█	█	█										
Establish early communication about GPA importance and guidance on semester withdrawal in hardship cases to improve student outcomes by leveraging SLCC's early alert systems. Students unable to maintain their GPA may lose their tuition waiver, leading to unexpected financial hardship.	Bruin Scholars	X	1	---	In-Progress		█											
Smooth the interconnection between the Bruin Scholars and Summer Bridge programs so that students have a seamless transition between these two areas as evident by student feedback.	Central Office		1		In-Progress	█												
Explore the possibility of reorganizing OSS under the leadership of an Executive Director, elevating assistant director positions to directors as a way to create more bandwidth and capacity for leadership to expand their services.	Central Office		1	SALT	In-Progress	█	█	█	█									
Create a stronger infrastructure by moving full-time and part-time positions to base E&G funds.	Central Office		1		In-Progress	█	█	█	█									
Fund a full-time position in the Orientation and Transition team to oversee the online orientation, virtual programming, and online student engagement.	Central Office		1		Not Started	█	█	█	█									
Market the MySuccess brand across the entire college to minimize institutional confusion about the name of the software.	MySuccess	X	1	Institutional Marketing	Not Started	█	█											
Audit and change employee titles housed in MySuccess that students may find confusing (e.g., specialist, e-portfolio, coach, etc.). Guidelines should be created for supervisors to follow when setting up employee titles in MySuccess.	MySuccess		1		Not Started	█												
Provide supportive language from the Office of the Provost regarding the use of MySuccess to enhance student support.	MySuccess		1	Academic Affairs	In-Progress	█												

#	Description	Program		Priority	Responsible Party	Status																	
18	Increase faculty submissions and engagement in the early alert process by establishing Academic Affairs as an active shareholder, contributing ideas, providing feedback, and delivering messages in support of the program to faculty and academic deans.	MySuccess		1	Academic Affairs (Povost's Office)	In-Progress	████	████	████	████													
19	Streamline internal procedures for MySuccess, which include creating a process for onboarding new MySuccess partners, documenting support tickets, and drafting policies for how software features should be used.	MySuccess		1		In-Progress	████	████	████	████													
20	Collaborate with SLCC administration to gather support for onboarding new students to SLCC. This could including recruiting staff and faculty to volunteer for orientation events, registration assistance and training new staff and faculty on the new student enrollment process.	Orientation+	X	1	Admission Academic Advising HR PWC	In-Progress	████	████															
21	Select a single path to self-service registration and ensure all available functionality is in place to assist students and advisors.	Orientation+	X	1		In-Progress	████																
22	Enhance orientation accessibility and train staff in accessibility best practices to answer basic and requests from students with accessibility needs.	Orientation+		1	ADS	Not Started	████																
23	Organize annual debrief sessions for cabinet members and campus partners, including content delivery, feedback and orientation updates, making sure in-person dates are visible and accessible to all (including OIT and Campus Security). Send annual email reminders for content updates to campus partners and ensure the most up-to-date information is available for students.	Orientation+		1	OSS Director, SALT	Not Started	████																
24	Review and expand the data used to guide Orientation and Transition programs and services. Expansion efforts should include information on part-time and full-time enrollment trends and survey data outlining the satisfaction of new students with orientation programs, and the reasons why students complete orientation but do not register for classes.	Orientation+		1	Data and Science Analytics	Not Started	████	████	████	████													
25	Develop a system to review information shared from current Orientation partners, ensuring its accuracy, and include new partners in the orientation process. Critical attention should be given to disseminating information about Title IX and FERPA during the onboarding process.	Orientation+		1	International Student Services, Library Outreach Coordinator, Career Services Director, Bursar Director, Canning and other OneCard	In-Progress	████	████	████														
26	Form and train a team of peer Digital Navigators to help students navigate various systems at SLCC during critical times of the semester.	Bridge		2	---	Not Started	████	████															
27	Strengthen the partnership with the ESL department, which may include enhancing instructor's understanding of the needs of English language learners in the Bridge program, establishing a feedback system for student input, fostering community building among students and instructors, adopting new technologies to enhance learning, and a commitment to continuous improvement over time.	Bridge		2	Associate Dean, SAT ESL	Not Started		████	████														
28	Establish a steering committee that includes members from the Bridge program and the School of Science, Mathematics, and Engineering (SME) to enhance the STEM Bridge program and its mathematic courses. This committee will shape the way STEM Bridge operates in the future.	Bridge		2	Associate Dean, Math and Associate Dean, Natural Sciences	Not Started	████	████	████														
29	Improve cohesion between Summer Bridge, Student Affairs, and Academic Affairs partners by forming a committee with representatives from both areas that meet at key times in the year to share information, assist in conducting SWOT analysis, and discuss program changes.	Bridge		2	Academic Affairs	Not Started			████														

#	Description	Area		Priority	Partners	Status	
30	Seek out additional funding sources and fiscal resources to further secure the longevity of the Bruin Scholars Program and its institutional footprint. This includes securing state or federal grants and establishing partnerships with donors or business partners.	Bruin Scholars		2	SALT Sponsorship Office	Not Started	
31	Increase the Bruin Scholars Program visibility, both within the SLCC community and externally, as evident by presentations at national or regional professional conferences, implementing info sessions for faculty and staff, and developing a comprehensive marketing plan for students at large.	Bruin Scholars		2	Marketing	Not Started	
32	Expand successful partnerships beyond individual sites and into program-wide robust partnerships spanning all locations where Bruin Scholars is present.	Bruin Scholars		2	GSSRC Stem Learning RWC CHC TRIO	Not Started	
33	(Continue to) Explore a scheduling model for the various Bruin Scholars areas that takes into consideration the needs of each campus location, campus partners, and personnel hours.	Bruin Scholars		2		In-Progress	
34	Increase faculty collaboration in Bruin Scholars programming. At a minimum this includes partnering with faculty to create courses that focus on serving Bruin Scholars students.	Bruin Scholars		2	Academics Controlers Office	In-Progress	
35	Implement an information session for campus partners to learn more about the work led by the different areas of the department (i.e., Bridge, Bruin Scholars, Orientation, and MySuccess) and communicate pertinent information in a timely manner. The goal of these sessions should focus on improving interdepartmental collaborations, sharing best practices, and enhancing service delivery.	Central Office	X	2		Not Started	
36	Work with the CIP program to secure funding for OSS student leaders and explore opportunities to increase CIP wages for bilingual speakers and exceptional performance.	Central Office	X	2	Career Services	In-Progress	
37	Develop assessment plans for each OSS area. These plans should include methods for data collection, analysis, disaggregation, and dissemination to inform decision-making and program improvement. Data should be disaggregated with a particular emphasis on student diversity.	Central Office		2	DSA	Not Started	
38	Disable Tutor Trac as a redundant system and convert all information into Starfish.	MySuccess		2	OIT STEM Learning	In-Progress	
39	Consider use cases for Virtual Kiosk or Kiosks with QR codes. Market this resource with appropriate partners.	MySuccess		2		In-Progress	
40	Make a case for departments to leverage MySuccess Retention Scores for Case Management. Market examples of best practices and work with departments to answer questions they may have.	MySuccess		2		Not Started	YES
41	Shortened and streamlined in-person orientation content by auditing information and meeting with stakeholders to deliver just-in-time information at various times of the enrollment process.	Orientation+		2	eLearning, Marketing (campus partners)	Not Started	
42	Explore ways to strengthen the online orientation. This could include modernizing the learning platform, ensuring the orientation process lasts less than 90 minutes, tailoring sections to deliver relevant content to students, and enhancing the pre and post communication online students receive.	Orientation+		2	ADG, Manager of Web Services, Campus partners	In-Progress	
43	Work with other OSS areas to enhance parent and family engagement by incorporating multilingual parent engagement experiences. Incorporate this into SLCC Days with SLC and GSD	Orientation+		2	Student Success Bridge Programs SLD and GSD	Not Started	
44	Develop a student-to-student outreach program at SLCC, leveraging MySuccess for documentation, and employing texting, phone calls, and emails for guiding new students from admission to their first year, including handoffs to academic advising or other resources as necessary.	Orientation+		2		Not Started	

#	Initiative	Program	X	Priority	Partners	Status
45	Collaborate with the Data Science and Analytics to collect and analyze key performance indicators like pass rates, retention rates, GPAs, and graduation rates to tell the story and impact of the Bridge program as part of a robust assessment plan. This data will help in soliciting donations and applying for grants and awards.	Bridge		3	Data Science and Analytics	Not Started
46	Leverage data to understand which success and study skill students need assistance with over time. Use advanced statistical modeling to explore the impact of these programs on GPA and advertise these programs in select courses that may benefit from this resource.	Bridge		3	---	Not Started
47	Secure ongoing, stable, funding for the Bridge program. This includes diversifying funding sources by establishing partnerships with the private sector, business community, and applying for state or federal grant funding.	Bridge		3	Academic Affairs	Not Started
48	Explore ways Thayne Center and Bruin Scholars can collaborate to increase awareness and destigmatization of the use of the food pantry and basic need services.	Bruin Scholars		3	Thayne Center	Not Started
49	Partner with local businesses to provide practical work experiences, sponsorships, and networking opportunities for Bridge and Bruin Scholar students.	Bruin Scholars		3		Not Started
50	Provide educational opportunities for OSS staff to learn more about other community colleges' approaches to programming and how similar programs are funded.	Central Office	X	3		Not Started
51	(Continue to) Enhance intradepartmental communication and collaboration to reduce siloing between the four departmental areas, as evidenced by semi-annual employee feedback and the support each area receives with their programs.	Central Office	X	3		Ongoing
52	Audit the current referrals created into MySuccess and ensure that all critical support services in SLCC have a referral built.	MySuccess		3		Not Started
53	Work with the SLCC MySuccess account representative to discuss how to create auto advisor assignments from Banner to MySuccess as there is currently a process for these updates.	MySuccess		3	OIT Academic Advising EAB	In-Progress
54	Explore and market the use of Success Plans for specific cohorts, particularly those with strict program requirement.	MySuccess		3		Not Started
55	Create guidelines and make a case for departments using Student Closed To-do's to nudge students to complete important tasks.	MySuccess		3		Not Started
56	Work with Advising, NSO, and SALT to create a week-by-week outreach calendar for new students. Consider leveraging tracking items to create more relevant messages to 3+ student segments.	MySuccess		3	Advising Care Team Orientation	Not Started
57	Secure funding to support affinity group orientations and onboarding events (such as student mixers in Mega Fairs) for the various clusters of students types at SLCC. Of most importance is developing an SLTC-specific orientation. A transfer student orientation/programming should also be considered.	Orientation+		3	Advising, Student-facing offices (Admissions, Academic Advising, etc.)	Not Started
58	Create a system to communicate with ORAR early and frequently regarding student attributes (i.e., SBP). These attributes must be added to students' banner account to register for Summer Bridge classes.	Bridge	X	4	Academic Records & Registrar	Not Started
59	Empower program (asst.) directors to articulate a clear scope of work for their areas and feel comfortable turning down request that don't align to their programs.	Central Office	X	4		Not Started
60	Explore and market the use of the new Student Survey features found in MySuccess.	MySuccess		4		Not Started
61	Document the success of the Prison Education Program in publications and at academic conferences. Continue to provide in-person English and Spanish-language orientation to the Prison Education Program.	Orientation+		4	Prison Education Program Coordinator and Director	Not Started
62	Explore offering a 3-credit Math 1030 in summer to efficiently meet the Quantitative Literacy requirements, considering the difficulties of standard 3-credit courses in an 8-week session.	Bridge		5	Associate Dean, Math	Not Started
63	Allocate resources for family and parent programming, determine scope of work, institutional champions, and organizational home.	Central Office		5		Not Started
64	Investigate integration from Student Access to MySuccess once the Banner record is created after the student has been admitted to SLCC.	MySuccess		5		Not Started

65	Standardize operating procedure training manuals for each area that Orientation and Transition oversees. This includes infusing the MySuccess software into Orientation and Transition procedures, which may include recording orientation attendance in MySuccess as a batch upload, and using MySuccess for virtual registration assistance appointments.	Orientation+		5	Web Developer III, MySuccess Coordinator	Not Started														