



Campus Experience Action Plan

Rationale

The 2024-2025 program review of Campus & Site Services highlighted critical opportunities to strengthen SLCC's multi-campus operations and elevate the student, staff, and faculty experience. The review affirmed the department's deep commitment to student success and faculty support but identified structural and strategic gaps that hinder consistency, collaboration, and impact across campuses. These findings form the foundation for our reorganization and rebrand.

Historical Context

Campus & Site Services has historically operated as a logistical support unit, managing site operations and providing essential services. While this model ensured basic functionality, it lacked a unified vision and strategic alignment with SLCC's institutional priorities. The review revealed [\[Final CSS...iew Report | PDF\]](#):

- **Ambiguous Purpose and Scope:** Responsibilities were fragmented and misaligned, with unclear expectations and overlapping duties across Student Affairs, Academic Affairs, and Business Services. This created inefficiencies and confusion among campus partners.
- **Inconsistent Service Delivery:** Without standardized processes or a comprehensive strategic plan, campuses experienced uneven support, impacting student satisfaction and faculty effectiveness.
- **Misaligned Faculty Support:** Faculty support functions are housed in Student Affairs despite being primarily academic in nature, limiting collaboration and responsiveness to instructional needs.
- **Limited Data Infrastructure:** The absence of defined metrics and data-driven practices prevented the department from demonstrating impact or driving continuous improvement.
- **Siloed Communication:** Weak cross-departmental collaboration and unclear authority lines hindered operational efficiency and innovation.

Strategic Response

To address these challenges and position SLCC for long-term success, we are transforming Campus & Site Services into the **Office of Campus Experience**. This rebrand reflects a shift from transactional site management to a holistic, student-centered approach that prioritizes connection, coordination, and navigation—the pillars of a unified **One College Experience**.

Key elements of this transformation include:

Clarifying Mission and Scope: The Office of Campus Experience will serve as the campus connector, fostering environments that promote belonging, consistency, and engagement. Responsibilities will center on student success operations, faculty support, and campus culture-building, eliminating misaligned duties such as event logistics, public safety, and facilities.



Redefining Leadership Roles: Where appropriate, Campus managers will transition to **Assistant Directors of Campus Experience**, reflecting their expanded leadership and campus-wide impact. These leaders will oversee Student Success Navigation Hubs and Faculty Support Centers, drive cross-functional initiatives, and act as campus administrators when needed.

Embedding Data-Driven Practices: The new structure will integrate performance metrics, feedback loops, and analytics to inform decisions, optimize resources, and continuously improve service delivery. This aligns with SLCC's operational planning strategy and ensures accountability for outcomes.

Strengthening Collaboration: Formalized communication structures and cross-departmental partnerships will replace siloed operations, enabling cohesive service delivery and shared ownership of student success.

Enhancing Campus Culture: By reframing the department as an experience-focused unit, we elevate its role in creating welcoming, inclusive environments that support enrollment, retention, completion, and transfer goals.

Expected Impact

This reorganization will:

- Deliver consistent, high-quality services across all campuses.
- Improve faculty support through closer alignment between Student and Academic Affairs.
- Empower campus leaders with authority and resources to innovate.
- Demonstrate measurable contributions to student success through data.
- Foster a culture of collaboration and belonging that reflects SLCC's values.



SLCC Office of Campus Experience

The Office of Campus Experience creates vibrant, welcoming environments that foster connection, consistency, and belonging across SLCC campuses. As a central hub for coordination, we align services, streamline communication, and anticipate campus needs with care and efficiency, empowering our communities to confidently navigate and engage in the SLCC experience.

We play a strategic role in shaping the SLCC student journey. We lead cross-functional campus teams that align services and operations to advance SLCC's institutional goals of successful transfer, meaningful careers, and durable skills development. We serve as campus connectors, bridging communication across departments and fostering collaboration that enhances the overall student experience.

We directly oversee the Student Success Navigation Hubs and Faculty Support Centers across SLCC's seven campuses. Our Navigation Hubs serve as the campus compass, providing inclusive, student-centered assistance to help individuals navigate college systems, resolve issues, and access essential resources. Our Navigators are highly trained professionals who possess deep knowledge of campus systems and resources, empowering students to confidently chart their course toward success.

Our Faculty Support Centers provide welcoming, resource-rich environments where faculty can work, seek guidance, and receive personalized assistance. We collaborate with academic departments and key campus partners to ensure faculty have the tools and support needed to teach effectively and navigate institutional processes.

We are driven by a commitment to student success, institutional excellence, and a culture of care. Through meaningful connection, effective coordination, and proactive navigation support, we foster collaboration, responsive service, and inclusive environments across all campuses. Together, we strengthen the college's capacity to create a unified, accessible, and empowering SLCC experience that supports learning, growth, and achievement at every step of the journey.



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SLCC Student Success Navigation Hubs: Your Campus Compass

SLCC Student Success Navigation Hubs provide inclusive, student-centered support that helps individuals navigate college systems, resolve issues, and access essential resources. Through responsive service and a welcoming environment, we foster belonging and empower students to confidently chart their course toward success.

SLCC Faculty Support Centers

SLCC Faculty Support Centers provide welcoming, resource-rich environments where faculty can work, seek guidance, and receive personalized assistance. We collaborate with academic departments and key campus partners to ensure faculty have the tools and support needed to teach effectively and navigate institutional processes.

Office of Campus Experience Strategic Pillars: Connection | Coordination | Navigation

1. Connection

Goal: Create vibrant, inclusive campus environments that foster belonging, build community, and support a unified SLCC experience.

What This Encompasses:

- Cultivating welcoming, inclusive spaces for students, faculty, and staff.
- Promoting cross-campus consistency in programming, services, and student experience to reinforce a unified SLCC identity.
- Supporting community partnerships that enhance access, opportunity, and strengthen connections between campus and community.

Vision Matrix Alignment:

- **Engage:** Builds environments that attract and retain students.
- **Complete:** Strengthens persistence through belonging and connection.
- **Thrive:** Builds career and transfer readiness through inclusive programming and strategic partnerships.

2. Coordination

Goal: Serve as a central hub for campus operations, aligning services, streamlining communication, and collaborating across departments to ensure responsive, safe, and efficient support.

What This Encompasses:

- Leading cross-functional student success teams and campus-wide service alignment.
- Partnering with Academics, Student Affairs, Facilities, Public Safety, Scheduling, and other units to support smooth campus operations.
- Supporting emergency management, crisis response, and select administrative functions.

Vision Matrix Alignment:

- **Engage:** Improves the student experience through seamless operations.
- **Complete:** Reduces barriers to progress through timely, coordinated support.
- **Thrive:** Supports durable skills and career pathways through cross-departmental collaboration.

3. Navigation

Goal: Empower students, faculty, and staff to confidently access resources and navigate SLCC systems through visible support and personalized guidance.

What This Encompasses:

- Operating Navigation Hubs as inclusive, high-touch service points for resolving issues and accessing resources.
- Enhancing cross-campus consistency in service delivery.
- Supporting faculty in navigating institutional processes and accessing teaching tools.

Vision Matrix Alignment:

- **Engage:** Supports enrollment and retention through visible, accessible help.
- **Complete:** Helps students stay on track by connecting them to timely resources.
- **Thrive:** Connects students to personalized guidance and resources that support transfer and career success.

Campus Experience			
Strategic Pillars	Strategic Goals	Scope	Vision Matrix Alignment
Connection	<i>Create vibrant, inclusive campus environments that foster belonging, build community, and support a unified SLCC experience.</i>	<ul style="list-style-type: none"> Cultivating welcoming, inclusive spaces for students, faculty, and staff. Promoting cross-campus consistency in programming, services, and student experience to reinforce a unified SLCC identity. Supporting community partnerships that enhance access, opportunity, and strengthen connections between campus and community. 	<p>Engage: Builds environments that attract and retain students.</p> <p>Complete: Strengthens persistence through belonging and connection.</p> <p>Thrive: Builds career and transfer readiness through inclusive programming and strategic partnerships.</p>
Coordination	<i>Serve as a central hub for campus operations by aligning services, streamlining communication, and fostering responsive, safe, and efficient support across departments and campuses.</i>	<ul style="list-style-type: none"> Leading cross-functional student success teams and campus-wide service alignment. Partnering with Academics, Student Affairs, Facilities, Public Safety, Scheduling, and other units to support smooth campus operations. Supporting emergency management, crisis response, and select administrative functions. 	<p>Engage: Improves the student experience through seamless operations.</p> <p>Complete: Reduces barriers to progress through timely, coordinated support.</p> <p>Thrive: Supports durable skills and career pathways through cross-departmental collaboration.</p>
Navigation	<i>Empower students, faculty, and staff to confidently access resources and navigate SLCC systems through clear support and guidance.</i>	<ul style="list-style-type: none"> Operating Navigation Hubs as inclusive, high-touch service points for resolving issues and accessing resources. Enhancing cross-campus consistency in service delivery. Supporting faculty in navigating institutional processes and accessing teaching tools. 	<p>Engage: Supports enrollment and retention through visible, accessible help.</p> <p>Complete: Helps students stay on track by connecting them to timely resources.</p> <p>Thrive: Connects students to personalized guidance and resources that support transfer and career success.</p>

Repositioning Campus Leadership for Impact

To advance SLCC’s vision of a unified Campus Experience, the campus leadership role is being redefined to emphasize strategic influence and cross-functional collaboration. This evolution moves beyond operational oversight to a role that champions integration and consistency across student success services. By serving as a strategic connector between academic and student affairs, campus leaders will drive alignment with college-wide priorities, foster belonging, and ensure a seamless “One College Experience” for students and faculty. This repositioning reflects SLCC’s commitment to empowering leaders with the authority, resources, and partnerships needed to shape outcomes—not simply manage tasks. The following chart outlines this vision:

Campus Experience Leadership Role Comparison

Category	Current Position: Manager, Campus & Site Services	New Position: Assistant Director of Campus Experience
Leadership & Management	<p>Manage day-to-day operations for Student Services Info Desks, Faculty Support Centers, and Site Support. Hire, train, supervise staff; provide ongoing development. Act as budget center manager for site functions. Coordinate opening/closing of site and ensure smooth operations.</p>	<p>Provide visionary leadership for campus-based student success operations, ensuring alignment with college-wide goals, institutional priorities, and performance metrics. Champion cross-functional collaboration to deliver consistent, high-quality services that foster equity and belonging across all campuses. Supervise and mentor Navigation Hub and Faculty Support Center teams through structured coaching, professional development, and accountability measures that drive excellence. Represent the campus on college-wide committees and serve as acting administrator in the Director's absence. Manage the campus operations budget with full fiscal responsibility, applying data-informed strategies to optimize resource allocation and support long-term planning. Continuously evaluate outcomes using analytics and stakeholder feedback to refine processes, enhance service delivery, and advance SLCC's vision of a unified "One College Experience."</p>

Category	Current Position: Manager, Campus & Site Services	New Position: Assistant Director of Campus Experience
Student Support	Front-facing support for admissions, enrollment, and student affairs. Assist students with registration, records, and troubleshooting issues. Provide accurate information and connect students to resources.	Lead and optimize the Student Success Navigation Hub as the central resource for student support, ensuring seamless triage, issue resolution, and proactive referrals. Maintain comprehensive, accurate training modules in Canvas and provide ongoing professional development for Navigators to confidently guide students through complex college systems. Establish robust partnerships with academic and student affairs divisions to guarantee consistent, up-to-date information across all service channels. Implement a data-driven approach by leveraging service metrics, student feedback, and trend analysis to identify gaps, enhance operational efficiency, and elevate the student experience. Drive continuous improvement through iterative process reviews, cross-campus collaboration, and innovative solutions that promote equity, consistency, and excellence in service delivery.

Category	Current Position: Manager, Campus & Site Services	New Position: Assistant Director of Campus Experience
Faculty Support	Provide quality service to onsite faculty for classroom operations. Manage logistics for exams and classroom needs. Coordinate laptop checkout program for adjunct faculty.	Lead the Faculty Support Center as a hub ensuring faculty have timely access to essential resources such as supplies, mail distribution, and technology support. Act as a strategic connector between Academic Affairs and Student Affairs, proactively communicating policy and practice updates that impact the student experience beyond the classroom. Collaborate with Faculty Development, academic departments, and campus leadership to strengthen teaching effectiveness and foster inclusive learning environments. Support classroom operations through scheduling coordination and technology troubleshooting, while driving continuous improvement through data-informed practices.
Event & Campus Coordination (South City & Herriman)	Coordinate site logistics, building access, and emergency response. Monitor security cameras and report safety issues.	Coordinate campus event logistics (comms, space prep, signage, A/V support). Maintain event equipment and submit work orders.
OneCard & Financial Operations (South City, Jordan & Herriman)	Oversee OneCard operations (issuance, transit pass loading, cash handling). Manage budget and expenses for site functions.	Supervise OneCard operations within Navigation Hub. Ensure compliance with institutional policies for cash handling and card services.
Strategic Focus	Ensure site operations align with SLCC vision and values. Collaborate with internal/external partners for site-specific needs.	Advance SLCC's "One College Experience" through strategic pillars of connection, coordination, and navigation. Use data and performance metrics for continuous improvement.



Key Differences & Strategic Rationale

- Shift from site-focused operational management to campus-wide strategic leadership.
- Emphasis on student success initiatives and holistic support.
- Greater consistency and alignment with SLCC's 'Ideal Student Learning Experience'.
- Integration of data-driven decision-making and performance metrics.
- Expanded role in fostering campus culture and community partnerships.
- Enhanced leadership responsibilities, including committee representation, leading cross-functional student success teams, and liaising with partner offices.



Campus Experience Operational Plan

Purpose Statement

We create vibrant, welcoming environments that foster connection, consistency, and belonging across all SLCC campuses. As a central hub for coordination, we serve our campus communities by aligning services, streamlining communication, and responding to campus needs with care and efficiency. Our efforts ensure a cohesive and engaging experience at every SLCC location.

Purpose Statement Review:

- Core Function: Create welcoming environments and coordinate campus services
- Audience: SLCC campus communities
- Unique Value: Central hub for coordination and streamlined communication
- Intended Impact: Cohesive and engaging experience across all locations
- Optional Alignment to SLCC Goals: N/A

Verdict: ✓ Meets all requirements

Activity Inventory Review

Professional Development

Activity	Description	Supports Which Part of Your Purpose?
Professional Development	Provide ongoing professional development, training, and mentoring for staff	Enhances our expertise as campus support professionals

Student Success Navigation Hubs Interactions & Referrals

Activity	Description	Supports Which Part of Your Purpose?
Student Success Navigation Hubs Interactions & Referrals	Staff navigation hubs and monitor case resolution, including referrals	Ensures we are accessible as the first point of contact and responsive to individual needs in a timely manner

Faculty/Event Support

Activity	Description	Supports Which Part of Your Purpose?
Faculty Support	Event Support - Support campus-hosted events through planning, logistics, and on-site assistance	Fosters welcoming environments and ensures timely, coordinated support
Event Support	Faculty Support – Provide welcoming environments where faculty can work seek guidance and received personalized assistance	Accessible and responsive to individual faculty needs in a timely manner.

Collaborative Planning Meetings

Activity	Description	Supports Which Part of Your Purpose?
Collaborative Planning Meetings	Represent campuses and the college in meetings and collaborative initiatives.	Demonstrates leadership, coordination, and the delivery of accurate, strategic information

Deliverable Summary

Component	Meets Requirements?	Notes
Purpose Statement	✓ Yes	Clear and complete
Activity Inventory	✓ Yes	Activities organized under categories