Operational Plan: Strategies and Actions

Operational Plan - D. Continuing Student Strategies

Strategy: Use Research To Evaluate Progress
Use Research to evaluate existing progress for Continuous Improvement (CI) and implement recommendations.

Strategy Status: In Progress
Implementation Year(s): 2019 - 2020

Actions

2019 - 2020 - Student Demographics (Active)

Action Description: Create a profile of all student demographics in every part of campus; i.e. Gonzales, Soledad, Greenfield, King City, survey frequently.
Responsible Parties: IPRE
Deans from each campus
Expected Month of Completion: May
Expected Year of Completion: 2019
Resource Request: Databases
Request Type: 1 - Fixed Costs: Certificated Personnel, 2 - Fixed Costs: Classified Personnel, 3 - Fixed Costs: Management Personnel

2019 - 2020 - Review Student Service PPA (Active)

Action Description: Review all current student service PPA and identify high impact practices
Responsible Parties: Continuing Students Team
Expected Month of Completion: May
Expected Year of Completion: 2019

2019 - 2020 - Student Satisfaction Surveys (Active)

Action Description: Integrate student satisfaction survey/focus results into non-instructional PPAs
Responsible Parties: IPRE
Departments
Continuing Students Team
Expected Month of Completion: June
Expected Year of Completion: 2019
Resource Request: Time, HR
Request Type: 1 - Fixed Costs: Certificated Personnel, 2 - Fixed Costs: Classified Personnel, 3 - Fixed Costs: Management Personnel

2019 - 2020 - Research and evaluate (Active)

Action Description: Research best practices and evaluate student progress? Multiple measures
Responsible Parties: A&R
Counselors
Operational Plan - D. Continuing Student Strategies

Expected Month of Completion: August
Expected Year of Completion: 2019

2019 - 2020 - Increase Access (Active)

Action Description: Increase Access and identify for ESL & re-entry students by determining the needs of those populations. What services do inmate students have access to/what services are needed?

Responsible Parties: Respective Categorical Programs
RP Group

Expected Month of Completion: March
Expected Year of Completion: 2019
Request Type: 2 - Fixed Costs: Classified Personnel, 3 - Fixed Costs: Management Personnel, 4 - Variable Costs: Contract Services

Strategy: Scaling/Access of Key Services

Scaling/Access of Key Services
Strategy Status: In Progress
Implementation Year(s): 2019 - 2020

Actions

2019 - 2020 - Increase support and access for continuing students (Active)

Action Description: Investigate and develop ways to increase support and access for continuing students at King City, Alisal and throughout the district
MST Bus Service expanded for students – we thought this was especially important with the addition of the new campuses
Investigate on-campus childcare especially in evenings and at King City and other locations

Responsible Parties: Campus Life, Continuing Students Team, CDC

Expected Month of Completion: March
Expected Year of Completion: 2019

2019 - 2020 - Investigate and develop ways to increase evening support and access for continuing students (Active)

Action Description: Start taskforce for identifying ways to increase hours of key support
This will start with creating a matrix depicting the course offerings in the evening to determine the need for evening support
We discussed the fact that after 6 PM the campus is a ghost town, but is this because there are not activities or that evening students don’t have time to participate, another task will be looking at ways to increase campus life in the evenings, can there be one day per week that all classes have a 30-60 minute break for activities similar to day time
Child care is an issue that continually arises – but is not a simple matter to fix – we would like to start a taskforce to look into ways to alleviate this problem
The specific ideas below can be explored by the taskforce
Establish a permanent evening academic support services center more central to student traffic to student traffic! Not the E or B Building but Central to student traffic, such as the C Building
Increase Evening hours in Key Support Services at all campuses
Funding “Student Ambassadors” to assist continuing students to find resources such as SI, Tutoring, etc. and other academic
support services
Build an evening kiosk near the new Starbucks and staff it with the evening dean/CSEA staffer/Student Ambassadors to serve 5-9 PM Evening students
More evening counseling/financial aid/admissions and student activities! From 6 to 9 PM for students who need to work during the day!
Extend the evening dean hours to 9PM to supervise the CSEA Staff and Student Ambassadors! For 6-9PM evening A+R, FA and Student Activities @ King City too
Have more access to departments such as F-Aid, Counseling, admissions for late students on campus
Review current job descriptions staff/faculty to identify if edits are needed to support strategy (extended hours)
Investigate on-campus childcare especially in evenings and at King City and other locations

**Responsible Parties:** Continuing Students Team
Campus Life, Students
CDC, Administration
Administration

**Expected Month of Completion:** June
**Expected Year of Completion:** 2020
**Request Type:** 1 - Fixed Costs: Certificated Personnel, 2 - Fixed Costs: Classified Personnel, 3 - Fixed Costs: Management Personnel, 7 - Variable Costs: Facilities, 8 - Variable Costs: Supplies/Materials, 9 - Variable Costs: Training

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**2019 - 2020** - Investigate current communication practices on continuing students’ resources (Active)

**Action Description:** Poster in all the classrooms about services
Request a facilities check to see what poster frame is adequate
Pop-Ups in canvas
Request a default setting to allow canvas popups to be sent to student email
“Hate going to Canvas to see Canvas pop up”:
Canvas crashing
Identify if we can increase bandwidth to Canvas
Comments of canvas crashing a concern
Language on support services that all instructors can put on their syllabi provides training for instructors so they can explain it.
Text options for students widely share information with other faculty staff
/Identify if text messaging services is available campus-wide
Create a text message service for major events

**Responsible Parties:** IT/Continuing Work Group/Academic Affairs/Student Services
**Expected Month of Completion:** May
**Expected Year of Completion:** 2019
**Resource Request:** Access to IT trainings
Access to classrooms
Access to SALT team meetings
Access to Academic Dean meetings

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**2019 - 2020** - Investigate ways to empower students to overcome barriers to their success (Active)

**Action Description:** Investigate “just-in-time” refresher skills workshops for students (STEM faculty are working to develop this) – we discussed accomplishing this with professional development for faculty, instead of adding initiative or piling more on their plate.

**Responsible Parties:** Faculty, Professional Development Committee, Continuing Students Team
**Expected Month of Completion:** March
**Expected Year of Completion:** 2019
**Request Type:** 1 - Fixed Costs: Certificated Personnel, 3 - Fixed Costs: Management Personnel, 9 - Variable Costs: Training
## Operational Plan - D. Continuing Student Strategies

### 2019 - 2020 - Investigate current student usage on Hartnell IT network systems (Active)

**Action Description:** Identify which student portal at Hartnell receives the most traffic
- Identify which platform reaches the most students
- Update on the new website launch
- Update on dead or inaccurate webpages
- One Hartnell app for all functions
- Identify all the current In-House applications being asked by our students to use
- Currently, ASHC members have disengaged from Ellucian app because they do not get information
- Identify new ways to inform and get students to use their school emails

**Responsible Parties:** IT/Continuing Work Group/Academic Affairs/Student Services

**Expected Month of Completion:** May

**Expected Year of Completion:** 2019

**Resource Request:**
- Access to IT trainings
- Access to classrooms
- Access to SALT team meetings
- Access to Academic Dean meetings

### 2019 - 2020 - Investigate creative ways to staff extra and crucial support (Active)

**Action Description:** we decided this is important but we will need to investigate later when we have determined which activities we will pursue to increase success for continuing students

**Responsible Parties:** Continuing Students Team, Administration

**Expected Month of Completion:** January

**Expected Year of Completion:** 2020

### 2019 - 2020 - Investigate the current training process for staff and faculty (Active)

**Action Description:** Create training for staff faculty regarding student support services (actual resources) and how to use them
- Making sure instructors are aware of resources that are available students
- Training videos for Faculty to use Canvas Pop ups
- Training to faculty on how to design syllabi to identify student resources
- “Will only work if Instructors point it out”
- Identify customer service and sensitivity training to faculty and staff on how to engage students
- Student mentioned a “point and walk” response, “Go over and help you” or the look for “Another student”

**Responsible Parties:** HCFA/ Continuing Work group

**Expected Month of Completion:** May

**Expected Year of Completion:** 2019

**Resource Request:** Access to IT trainings
- Access to classrooms
- Access to SALT team meetings
- Access to Academic Dean meetings

### 2019 - 2020 - Develop new communication practices (Active)

**Action Description:** Create a Youtube video of key “To-Do’s” for continuing students
- Include additional visual media tutorials and vignettes
- Establish a continuing student center to battle the sophomore slump
- Continuing student Peer advisors for all locations
- Develop a Peer advisor training manual

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Create a “Continuing student” identity
Create counselors for continuing students
Fast track for continuing students
Provide guidance events for sophomore slump
Create events to increase self-confidence to ask questions relevant to continuing students
Create a space where students can ask for anything

**Responsible Parties:** Student Services/Continuing Work Group
**Expected Month of Completion:** May
**Expected Year of Completion:** 2019
**Resource Request:** Access to IT trainings
Access to classrooms
Access to SALT team meetings
Access to Academic Dean meetings

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**2019 - 2020 - Update current Information Flow practices to reach all locations (Active)**

**Action Description:** Identify how current campus locations receive information and resources for students
Identify how current campus locations disseminate information and resources to students

**Responsible Parties:** IT/Student Services/Academic Affairs/Continuing Work Group
**Expected Month of Completion:** May
**Expected Year of Completion:** 2019
**Resource Request:** Access to IT trainings
Access to classrooms
Access to SALT team meetings
Access to Academic Dean meetings

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**2019 - 2020 - Investigate the scalability and best management practices of cohorts on campus (Active)**

**Action Description:** (i.e. TRIO, MESA, Teacher Pathway) We added athletes
We think this is a task for later, but we do need to start looking at how the best practices serving these cohorts can be scaled, we think it will become more clear as we get further down the meta-major path.

**Responsible Parties:** Administration, Continuing Students Team, Categorical Programs
**Expected Month of Completion:** June
**Expected Year of Completion:** 2020
**Request Type:** 1 - Fixed Costs: Certificated Personnel, 2 - Fixed Costs: Classified Personnel, 3 - Fixed Costs: Management Personnel, 9 - Variable Costs: Training

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**Strategy: Continuous Communication Plan**

Continuous Communication Plan
**Strategy Status:** In Progress
**Implementation Year(s):** 2019 - 2020

**Actions**

**2019 - 2020 - Student Portal Traffic (Active)**

**Action Description:** Identify which student portal at Hartnell receives the most traffic
Create a YouTube video of key “To-do’s” for continuing students
## Operational Plan - D. Continuing Student Strategies

**Responsible Parties:** IT
Communication
Other Depts.

**Expected Month of Completion:** August
**Expected Year of Completion:** 2019
**Request Type:** 1 - Fixed Costs: Certificated Personnel, 2 - Fixed Costs: Classified Personnel, 3 - Fixed Costs: Management Personnel, 9 - Variable Costs: Training

### 2019 - 2020 - Classroom Posters (Active)

**Action Description:** Posters to all classrooms about services
- Pop-ups or Canvas
- Implement an early alert system and make it accessible and easy to use
- Train faculty and staff
- Make sure instructors are aware of resources that are available to students
- Create training/communication for staff/faculty regarding student support (actual resources and how to find them)

**Responsible Parties:** Communication
ESP Team
PDC-IT

**Expected Month of Completion:** August
**Expected Year of Completion:** 2019
**Request Type:** 1 - Fixed Costs: Certificated Personnel, 2 - Fixed Costs: Classified Personnel, 3 - Fixed Costs: Management Personnel, 9 - Variable Costs: Training, 10 - Variable Costs: Travel

### 2019 - 2020 - Too many app initiatives. (Active)

**Action Description:** Too many app initiatives. App overload! One app only for all functions.
- Invent uniform template language for emails sent to students by theme/content
- Text option for students. Widely share information with other faculty and staff.

**Responsible Parties:** IT
Communication

**Expected Month of Completion:** August
**Expected Year of Completion:** 2019
**Request Type:** 1 - Fixed Costs: Certificated Personnel, 2 - Fixed Costs: Classified Personnel, 3 - Fixed Costs: Management Personnel, 9 - Variable Costs: Training

### 2019 - 2020 - Establish a "Welcome Back" event per location for continuing students (Active)

**Action Description:** Establish a “Welcome Back” event per location for continuing students

**Responsible Parties:** Admin,
Student Life

**Expected Month of Completion:** August
**Expected Year of Completion:** 2019
**Request Type:** 1 - Fixed Costs: Certificated Personnel, 2 - Fixed Costs: Classified Personnel, 3 - Fixed Costs: Management Personnel, 7 - Variable Costs: Facilities, 8 - Variable Costs: Supplies/Materials

### 2019 - 2020 - Language (regarding services) (Active)

**Action Description:** Language (regarding services) that all instructors can put on their syllabus.
Provide training for instructors so they can explain it.
## Operational Plan - D. Continuing Student Strategies

| Responsible Parties: Academic Senate |
| Expected Month of Completion: August |
| Expected Year of Completion: 2019 |
| Request Type: 1 - Fixed Costs: Certificated Personnel, 9 - Variable Costs: Training |

### 2019 - 2020 - Communication with all students (Active)

**Action Description:** Communication with all students – focus groups (students in a particular major)
- Create a “Continuing Student” identify
- Establish a Continuing Student Center to battle the sophomore slump.
- Have student ambassadors for all campuses.

**Responsible Parties:** n/a

**Expected Month of Completion:** June

**Expected Year of Completion:** 2020

**Resource Request:** n/a