

## Strategic Initiative Project Work Plan Summary

<b>Project Name:</b>	Support Services for Student Success	<b>Academic Year:</b>	2019-20 / Version 5.1 (9-20-19)
<b>Strategic Priority:</b>	Increase support for personal concerns that impact enrollment and retention	<b>Project Leaders:</b>	Deborah Deckner, Allen Ward, Jada Mitchell
<b>Team Members:</b>	Deborah Deckner, Jada Mitchell, Allen Ward, Christine Smith, Kimberly Ridenour, Shiraz Karaa, Andrea Clark, Robert Pfeiffer, Carolina Amero, Avanel Pugh		
<b>Project Description:</b>	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.		
<b>Success Measure(s)</b> Green – Ongoing Orange – Projected Blue – Completed	<ol style="list-style-type: none"> <li>1. Increased satisfaction with identified existing student support services (SSS) from online and on campus students.</li> <li>2. Increased utilization of identified existing SSS by online and on campus students.</li> <li>3. Increased faculty referrals to identified existing SSS.</li> <li>4. Identification of needed (non-existing) SSS.</li> <li>5. Increased integration of all SSS through consistent inter- or intra-service assessment review and planning sessions to reduce redundancy and increase efficiency.</li> </ol> <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	<b>EVALUATE EXTANT STUDENT SUPPORT SERVICES AND LITERATURE REGARDING SUPPORT SERVICES IN FIVE AREAS:</b> <ul style="list-style-type: none"> <li>• <b>ACADEMIC</b></li> <li>• <b>SOCIAL</b></li> <li>• <b>EMOTIONAL</b></li> <li>• <b>PHYSICAL</b></li> <li>• <b>FINANCIAL</b></li> </ul>			
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"> <li>o Gather and review existing data regarding student use of and satisfaction with, identified services</li> <li>o Conduct literature review regarding SSS</li> <li>o Proactively investigate options for transportation assistance including carpooling connections, food and housing insecurity. (Assuming through anecdotal evidence they will be identified as needs).</li> </ul>	Completed - December, 2016	SSS Evaluation Committee Directors of Identified SSS	<input type="checkbox"/> Committee members <input type="checkbox"/> Definition and List of Extant Student Support Services <input type="checkbox"/> 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? <input type="checkbox"/> Lit review or annotated bibliography regarding SSS <input type="checkbox"/> List of potential, viable options for student transportation, food, and housing assistance.

## Strategic Initiative Project Work Plan Summary

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1b	<ul style="list-style-type: none"> <li><input type="checkbox"/> Committee will:                             <ul style="list-style-type: none"> <li>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.</li> </ul> </li> </ul>	Completed - December, 2016	SSS Evaluation Committee	<ul style="list-style-type: none"> <li><input type="checkbox"/> Creation of Student Survey</li> </ul>
1c	<ul style="list-style-type: none"> <li><input type="checkbox"/> 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"> <li>o Perhaps through a campus-wide climate survey as used by other universities</li> <li>o Be sure to include/ determine pattern of current service utilization by, online students</li> </ul> </li> </ul>	Completed -- Spring 18 and Fall 18	SSS Evaluation Committee, Provost's Office, Faculty, and CSU IT Department	<ul style="list-style-type: none"> <li><input type="checkbox"/> Implementation of Student Survey</li> <li><input type="checkbox"/> Survey Outcomes                             <ol style="list-style-type: none"> <li>1. 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.</li> <li>2. Survey administered in random classrooms.</li> <li>3.</li> </ol> </li> </ul>
1d	<ul style="list-style-type: none"> <li><input type="checkbox"/> 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.)</li> </ul>	Projected -- Fall 2019	SSS Evaluation Committee, Student Participants and are loos	<ul style="list-style-type: none"> <li><input type="checkbox"/> List of Focus Group Members and Meeting Schedule</li> <li><input type="checkbox"/> Focus Groups Take Place</li> <li><input type="checkbox"/> Focus Group Transcriptions/Notes                             <ol style="list-style-type: none"> <li>1. ongoing</li> </ol> </li> </ul>
2	<p><b>USE DATA GATHERED IN STEP ONE TO IDENTIFY AND PRIORITIZE FOCUS AREAS (Drawn from The Five Below)</b></p> <ul style="list-style-type: none"> <li>• <b>ACADEMIC</b></li> <li>• <b>SOCIAL</b></li> <li>• <b>EMOTIONAL</b></li> <li>• <b>PHYSICAL</b></li> <li>• <b>FINANCIAL</b></li> </ul>			
2a	<ul style="list-style-type: none"> <li><input type="checkbox"/> Instrument data analysis</li> <li><input type="checkbox"/> Establishment of themes</li> <li><input type="checkbox"/> Identification of focus areas</li> </ul>	Projected -- Spring and	SSS Evaluation Committee	<ul style="list-style-type: none"> <li><input type="checkbox"/> Quantitative and Qualitative Analysis of Survey Data</li> <li><input type="checkbox"/> List of Overarching Survey Themes</li> </ul>

## Strategic Initiative Project Work Plan Summary

#	MAJOR TASKS / Action Steps	Target Date	Responsibility	Deliverable(s) / Notes
3	<p style="text-align: center;"><b>IDENTIFY SPECIFIC GOALS, OBJECTIVES, AND ACTION STEPS TO CREATE, SUPPORT, OR MARKET STUDENT SUPPORT SERVICES IN IDENTIFIED AREAS</b> (Drawn from The Five Below)</p> <ul style="list-style-type: none"> <li>• <b>ACADEMIC</b></li> <li>• <b>SOCIAL</b></li> <li>• <b>EMOTIONAL</b></li> <li>• <b>PHYSICAL</b></li> <li>• <b>FINANCIAL</b></li> </ul>			<input type="checkbox"/> List of identified focus areas, services currently existing in these areas, and services needed in these areas.
3a	<input type="checkbox"/> Identification of specific goals/objectives to create, support, or market student support services in identified areas	Ongoing	SSS Evaluation Committee	<input type="checkbox"/> 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 <input type="checkbox"/> 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: <ol style="list-style-type: none"> <li>1. Increase SSS that address student needs in a broad manner (see section 4a for more information).</li> <li>2. Identify and apply for grant opportunities to support the initiation of new SSS (see section 3d for more information).</li> <li>3. Address food and housing insecurity on campus (see section 4b for more information).</li> <li>4. Provide child care assistance for students (for more information see section 4e).</li> </ol>

## Strategic Initiative Project Work Plan Summary

3b	<ul style="list-style-type: none"> <li><input type="checkbox"/> Create committee with the charge of creating action steps based on previously established goals and objectives. Will include representatives from across campus (e.g. Counseling, University Health Services, Housing and Residence Life, First Year Experience, faculty and staff, online students)</li> <li><input type="checkbox"/> Identification of action steps.</li> </ul>	Projected – Fall 2019	SSS Planning Committee	<ul style="list-style-type: none"> <li><input type="checkbox"/> Establishment of Committee</li> <li><input type="checkbox"/> List of Goals and Action Steps</li> </ul> <p>1. <i>Committee will meet with Marketing and Communication to discuss survey results, strategies for overcoming lack of awareness of services, and promoting childcare support.</i></p>
3c	<ul style="list-style-type: none"> <li><input type="checkbox"/> Create timeline for action steps to fulfill goals and objectives</li> </ul>	Projected Fall 2019	SSS Planning Committee	<ul style="list-style-type: none"> <li><input type="checkbox"/> Timeline</li> <li>1. <i>ongoing</i></li> </ul>
3d	<ul style="list-style-type: none"> <li><input type="checkbox"/> Increase the availability of SSS on campus.</li> </ul>	Projected Fall 2019		<p>Based on the goals listed in section 3a, the committee has engaged, or is currently engaging, in the following:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> <i>Persuing smaller pots of money that align with external funds that address the needs of our students broadly.</i></li> <li><input type="checkbox"/></li> </ul>
4	<p><b>CREATE, SUPPORT, OR MARKET (Implement or Enhance) STUDENT SERVICES RESOURCES THAT HAVE BEEN IDENTIFIED AS NEEDED/IN NEED</b> (as an example below, we articulate steps for creation of a program that we anticipate pursuing based on institutional data patterns.  <b>***(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)</b></p>			
4a	<ul style="list-style-type: none"> <li><input type="checkbox"/> Establish child care resources as a part of university student services</li> </ul>	<p>Completed AY 2016-17  Ongoing AY 2018-19  Also Projected</p>		<ul style="list-style-type: none"> <li><input type="checkbox"/> First 22 months of the Boost Program: <ul style="list-style-type: none"> <li><input type="checkbox"/> 79 parents and 85 children served.</li> <li><input type="checkbox"/> Term before and after entry demonstrated 25% increase in course load carried.</li> <li><input type="checkbox"/> 7% increase in GPA.</li> <li><input type="checkbox"/> 62% exited with degree in hand in contrast to national data where 33% complete degree.</li> </ul> </li> <li><input type="checkbox"/> 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</li> </ul>

## Strategic Initiative Project Work Plan Summary

4ai	<ul style="list-style-type: none"> <li>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.</li> <li>Research number of students with children under 4 who need child care assistance.</li> </ul>	Completed - Summer 2016	Deckner, Manglitz, Team, and CSU IT Department	<input type="checkbox"/> Student Survey <input type="checkbox"/> Student Focus Groups <input type="checkbox"/> Survey Outcomes (all could be related to survey in step one, or, compiled from previous survey information)
4aii	<ul style="list-style-type: none"> <li>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.</li> </ul>	Completed - Summer 2016	Deckner, Manglitz and Team	<input type="checkbox"/> Definition of participation criteria
4aiii	<ul style="list-style-type: none"> <li>Complete MOU for CSU Boost Initiative participation</li> </ul>	Completed - Fall 2016	Deckner, Manglitz, and Team	<input type="checkbox"/> MOU
4aiv	<ul style="list-style-type: none"> <li>If approved, establish communication and evaluation process for student parents to apply for child care assistance through Quality Care for Children</li> <li>Implement program evaluation process.</li> </ul>	Completed - July and August 2016	Deckner, Manglitz, and Team	<input type="checkbox"/> Program evaluation, communication and dissemination guidelines.
4av	<ul style="list-style-type: none"> <li>Reapply for DOE Child Care Access Means Parents in School (CCAMPIS) Grant</li> </ul>	Completed - Spring 2017	Deckner, Manglitz, and Team	<input type="checkbox"/> Grant application
4b	<input type="checkbox"/> Hunger and Homelessness Task Force	Completed AY 2016-17 Ongoing AY 2018-19 Projected – Fall 2019		<input type="checkbox"/> Grant application  <ol style="list-style-type: none"> <li>Task force</li> <li>Mini pantries</li> <li>On website</li> <li>Meal donation program established</li> <li>Overseeing the Chancellor's survey</li> <li>Marketing on social media and on campus-wide e-mail</li> <li>Have met with marketing to discuss support for website and more. Website "Nessie's Place".</li> <li>Mari is working with the committee to plan a food drive to fill mini-pantries.</li> <li>The committee needs to begin work on housing insecurity.</li> </ol>
5	<b>DEVISE TRAINING MODEL FOR EDUCATING FACULTY AND STAFF REGARDING SSS</b> (So That Referrals Can Be Made In A Timely Fashion)			

## Strategic Initiative Project Work Plan Summary

5a	<input type="checkbox"/> Elicit members of an SSS Faculty Outreach team <input type="checkbox"/> Develop learning outcomes/objectives for SSS Faculty Training model. (Based on findings from Step one)	Ongoing AY 2017-18 Projected Spring 2020	SSS Faculty Outreach Team	<input type="checkbox"/> Program Members <input type="checkbox"/> Program Objectives  1. Establishing connections between faculty and SSS through SSC Campus 2. Faculty are making referrals to Advising, Career Services, Writer's Studio, and the CAS 3. This committee is monitoring and tracking how this is being done and how it can be used to influence SS outcomes. 4.
5b	<input type="checkbox"/> Develop curriculum (method of delivery, dissemination, and participation).	Projected for Spring 202	SSS Faculty Outreach Team	<input type="checkbox"/> Program Curriculum
5c	<input type="checkbox"/> Conduct Faculty Training sessions in which faculty will engage in brainstorming/planning for upcoming year based on programmic outcomes.	Projected for Spring 202	SSS Faculty Outreach Team	<input type="checkbox"/> Training Sessions
6	<b>DEVELOP AND IMPLEMENT FORMATIVE AND SUMMATIVE ASSESSMENT TO MONITOR STRATEGIC PLAN IMPACT</b> (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

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