

Strategic Initiative Project Work Plan Summary

Project Name:	Support Services for Student Success		Academic Year:	2017 –2018 / Version 4.0 (06-22-17)	
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, Anthony Giovannitti, Shiraz Karaa, Andrea Clark, Robert Pfeiffer, Carolina Amero, Avannell 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)	<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. (Since we do not have clear baseline information, we are reticent to establish specific quantitative benchmarks)				

#	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"> o Gather and review existing data regarding student use of and satisfaction with, identified services o Conduct literature review regarding SSS o 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"/> 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

Strategic Initiative Project Work Plan Summary

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				<ul style="list-style-type: none"> <input type="checkbox"/> List of potential, viable options for student transportation, food, and housing assistance.
1b	<ul style="list-style-type: none"> <input type="checkbox"/> 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"> <input type="checkbox"/> Creation of Student Survey
1c	<ul style="list-style-type: none"> <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"> o Perhaps through a campus-wide climate survey as used by other universities o Be sure to include/ determine pattern of current service utilization by, online students 	Ongoing/In Progress - Spring 18	SSS Evaluation Committee, Provost's Office, Faculty, and CSU IT Department	<ul style="list-style-type: none"> <input type="checkbox"/> Implementation of Student Survey <input type="checkbox"/> Survey Outcomes <ol style="list-style-type: none"> 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. 2. M. Banks has passed an example/proposal of a Berkeley school climate survey to K. Demmitt for eval. Demmitt said he would discuss with Hynes. 3. Our committee is in the process of distributing SSS surveys in random classrooms next month. 4. Focus groups are on hold until survey results are analyzed.
1d	<ul style="list-style-type: none"> <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 	Ongoing/In Progress – Spring 2018	SSS Evaluation Committee, Student Participants and are loos	<ul style="list-style-type: none"> <input type="checkbox"/> List of Focus Group Members and Meeting Schedule <input type="checkbox"/> Focus Groups Take Place <input type="checkbox"/> Focus Group Transcriptions/Notes <ol style="list-style-type: none"> 1. Focus groups will ensue once survey data have been processed and are loosely scheduled for March 18.

Strategic Initiative Project Work Plan Summary

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	of Students' Office, Housing and Residence Life, First Year Experience, faculty and staff.)			
2	<p>USE DATA GATHERED IN STEP ONE TO IDENTIFY AND PRIORITIZE FOCUS AREAS (Drawn from The Five Below)</p> <ul style="list-style-type: none"> • ACADEMIC • SOCIAL • EMOTIONAL • PHYSICAL • FINANCIAL 			
2a	<ul style="list-style-type: none"> <input type="checkbox"/> Instrumentation data analysis <input type="checkbox"/> Establishment of themes <input type="checkbox"/> Identification of focus areas 	Ongoing/in Progress - Spring 2018	SSS Evaluation Committee	<ul style="list-style-type: none"> <input type="checkbox"/> Quantitative and Qualitative Analysis of Survey Data <input type="checkbox"/> List of Overarching Survey Themes <input type="checkbox"/> List of identified focus areas, services currently existing in these areas, and services needed in these areas. <ol style="list-style-type: none"> 1. Analysis from chancellor's instrument will be delivered Feb 2018 2. Climate survey analysis cannot take place until university selects a specific survey. 3. Data analysis of the SSS survey will happen in March 18 4. Data analysis of focus groups is scheduled for April 18 (ask transcription funding for Focus groups)
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 			

Strategic Initiative Project Work Plan Summary

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3a	<input type="checkbox"/> Identification of specific goals/objectives to create, support, or market student support services in identified areas	Ongoing/In Progress - Spring 2018	SSS Evaluation Committee	<input type="checkbox"/> List of goals and objectives to support the creation, support or marketing of SSS in identified areas 1. Still on target after data collection in spring/summer 2018
3b	<input type="checkbox"/> 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) <input type="checkbox"/> Identification of action steps.	Ongoing/In Progress - Spring 2018	SSS Planning Committee	<input type="checkbox"/> Establishment of Committee <input type="checkbox"/> List of Goals and Action Steps 1. Still on target after data collection in spring/summer 2018
3c	<input type="checkbox"/> Create timeline for action steps to fulfill goals and objectives	Ongoing/In Progress - Spring 2018	SSS Planning Committee	<input type="checkbox"/> Timeline 1. Still on target after data collection in spring/summer 2018
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. <i>***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)</i>			
4a	<input type="checkbox"/> Establish child care resources as a part of university student services			
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	<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)

Strategic Initiative Project Work Plan Summary

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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, Mangiltz and Team	<input type="checkbox"/> Definition of participation criteria
4aiii	<ul style="list-style-type: none"> Complete MOU for CSU Boost Initiative participation 	Completed - Fall 2016	Deckner, Mangiltz, and Team	<input type="checkbox"/> 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 and in Process	Deckner, Mangiltz, and Team	<input type="checkbox"/> 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, Mangiltz, and Team	<input type="checkbox"/> Grant application
4b	Hunger and Homelessness Task Force	Completed AY 2016-17 and in Process		<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 Needs support for website and more Need to begin work on housing insecurity.
4c	Alcohol and Drugs Task Force	Eliminated		<input type="checkbox"/> Removed
5	DEVISE TRAINING MODEL FOR EDUCATING FACULTY AND STAFF REGARDING SSS (So That Referrals Can Be Made In A Timely Fashion)			
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)	Completed AY 2017-18 and Ongoing/in Progress and AY 2018-19	SSS Faculty Outreach Team	<input type="checkbox"/> Program Members <input type="checkbox"/> Program Objectives <ol style="list-style-type: none"> Establishing connections between faculty and SSS through SSC Campus Faculty are making referrals to

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5b	<input type="checkbox"/> Develop curriculum (method of delivery, dissemination, and participation). <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 2018	SSS Faculty Outreach Team	<input type="checkbox"/> Program Curriculum Advising, Career Services, Writers 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. Also waiting for SSS survey outcomes to train faculty.
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 2018	SSS Faculty Outreach Team	<input type="checkbox"/> Training Sessions Implemented
6	ESTABLISH ANNUAL SSS DATA SHARE MEETINGS THAT WILL RESULT IN BRAINSTORMING/PLANNING FOR UPCOMING YEAR BASED ON PROGRAMMIC OUTCOMES			
6a	Hold meeting with all department heads to discuss new process of data share and inter- or intra-service assessment review and planning sessions to reduce redundancy and increase efficiency. (Could be facilitated with the assistance of the SSC program)	Eliminated	SSS Outreach Team	<input type="checkbox"/> Department head info meeting
6b	Hold meetings with related groups of department heads for data presentations and brainstorming sessions		SSS Outreach Team	<input type="checkbox"/> Department head data meeting
6c	Department heads return to department and finalize plan based on data outcomes and brainstorming session.		Department Heads	<input type="checkbox"/> Department Goals/Objectives/Plan for upcoming year.
6d	Collect and give feedback on department plan based on data outcomes and brainstorming session		SSS Outreach Team	<input type="checkbox"/> Feedback on plan
6e	Hold meetings with related groups of directors for data presentations, goal evaluations, and brainstorming sessions		Department Heads	<input type="checkbox"/> Department head data meeting
6f	Department heads return to department and finalize plan based on data outcomes and brainstorming session.	May-June 2018 and beyond	Department Heads	<input type="checkbox"/> Department Goals/Objectives/Plan for upcoming year.

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7 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)			
7a 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
7b 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

Red – Changed work plan numbers

Orange – Changed work plan dates

Blue – Work in progress