

PLAN 2030

Strategic Priority 1:

GOAL 2 UPDATE

Stormy Miller Sabia, Ed.D.
Associate Vice President
Counseling and Student Services

Goal 2:

Enhance the student experience by expanding access to and utilization of support services and improving the campus environment

Assess and strengthen implementation:

- Enhance communication and utilization of new systems
- Refine the noninstructional program review process using the OKR framework and complete program review across all noninstructional programs by the end of Spring 2027
- Create a connected approach to planning, assessment, and continuous improvement for Student Services



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Enhance data-informed referral and matriculation support:

- Optimize ConexEd and AIM to track student engagement with support services and inform service delivery.
- Increase the percentage of non-exempt students who complete a Comprehensive Education Plan by the end of their second semester.
- Implement a coordinated Educational Planning Campaign to enhance counselor availability, increase student engagement, and support timely completion of comprehensive educational plans.
- Strengthen engagement among ESL students by increasing the number of students who identify an educational goal and develop a comprehensive education plan.
- Clarify the intent of the COM ID card system and modernize the system to serve as an integrated student access and engagement tool, enabling access to campus services, programs, and resources while providing actionable data on student participation and engagement.
- Complete the redesign of the COM website to improve student functionality, accessibility, and access to information and services.
- Develop a Counseling data dashboard to strengthen planning, outreach, and student support.

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Improve student engagement and the campus environment:

- Broaden participation in Caring Campus activities among all employee groups
- Strengthen student engagement and interaction within the learning management system and integrated learning technologies
- Scale the Summer Bridge experience and outcomes so that more students benefit
- Restructure Summer Bridge to create an accessible pathway to orientation and success for as many students as possible
- Implement physical campus navigability improvements and support (signage and wayfinding)