SAS GOAL 3: Provide effective orientation and early support to students so that they can determine and achieve their educational goals

Strategic Plan Objective SAS3.1: Orientations and early learning experiences are offered throughout the semester

- **Action Step 1.1** : Provide in-class mini orientation sessions to noncredit students, including ESLN transition to credit courses
- *Progress Indicator SAS3.1.1 Increased participation in these orientation activities*
   - Mini-orientations occurring for ESL level 40 and will expand to levels below 40 during the Fall 2020 semester
- **Action Step 1.2** : Pilot and evaluate delivery modalities for just-in-time information and timeline reminders
- *Progress Indicator SAS3.1.2 First-time credit student retention from census to fall end-of-term increases by 5%. Baseline is 88.4%; target is 92.8%. (Source: Banner; students enrolled in at least one credit course at first census, and received end of term grade, excluding grades of W and FW, fall 2016–18)*
   - Creating/posting/disseminating videos; working on welcome center website; need to come up with a calendar; doing ad hoc text and email; need to expand consistent messaging on important dates; build master calendar for messaging (project to work on)
- **Action Step 1.4:** Develop orientations and early learning experiences to meet the needs of adult and re-entry students
   - Completely revamped online orientation – all new – geared for all students (whereas the previous one was intended mostly for high school students)
   - Need to develop more efforts focused on adult and re-entry students (take into account changes in workforce dynamics related to COVID; parents who are homeschooling); consider packaged degree/certificate programs/completion programs; conversations we need to have this year with a wider audience

SAS GOAL 4: Build awareness in students of educational goal options and paths to achieve these goals

Strategic Plan Objective SAS4.1: Increase the number of students who have clear educational plans and goals.

- **Action Step 1.1:** Incentivize and promote education plan creation
- *Progress Indicator SAS4.1.1 Thirty percent of enrolled ESLN 30, 35, and 40 students have a one-page education plan in education planning software system, thus having met at least once with a counselor. Baseline for FY 2018–2019 is zero. (Spring 2019 – count = 419; 30% = 125 students)*
  - All Hum 101 courses – students leave with ed plans – six sections (growing)
  - Still need to figure out incentive (priority registration is a carrot)
  - Focus on promoting (ways we are doing that)
  - Counseling 130 classes – promoting ed plans
  - High school outreach/summer bridge (everyone has an ed plan)
  - Class visits in the fall (still continuing virtually)
  - More faculty on board
  - More class visits to ESL
  - Flex activities for faculty to provide them with information
  - Learning communities (go where the students are)
  - Analyze no-show rates for counseling appointments (we think it's dropped)

- **Action Step 1.2** : Increase the number and type of outreach activities conducted by counselors and Enrollment Services throughout the semester
- *Progress Indicator SAS4.1.2 Increased number of credit students who have current education plans. Baseline is 42%; target is 60%. (Source: COM MIS data, non-exempt student with an informed educational goal of degree, transfer or certificate, AY 2018-19)*
  - Humanities 101 classes include embedded counselors
  - Saturday services
  - Night hours
  - College Success Saturdays (collaborative effort with Enrollment Services)
  - Increased number of financial aid workshops (doubled) – around 12 planned for academic year
  - What we would like to do: pop-ups with counselors (piloted last spring) with counseling and transfer center (increase when we are back on campus)
  - Zoom drop-ins (how to attract students when Zoom fatigue has set in)

- **Action Step 1.4:** Continue efforts of the ESLN program and counselors to meet with students and develop their one-page education plans
  - Underway – Level 40 during fall semester

Strategic Plan Objective SAS4.2: Educational goals are clearly visible to students

- **Action Step 2.1:** Organize COM degrees and certificates into interest clusters on the public COM website
- *Progress Indicator SAS4.2.1 COM website is updated with interest clusters and My Path is available to students*
  - Primary focus – will be done by end of semester; group is meeting regularly and rollout will happen by December

- **Action Step 2.2** : Implement MyPath
  - Pending available IT resources
- *Progress Indicator SAS4.2.2 Students can change their major utilizing one new method*

- **Action Step 2.3** : Improve the process for students to be able to change majors
  - Create process – continuing to work on how students can change their majors (more easily but not that easy – find the balance)

SAS GOAL 5: Ensure that all students reach milestones and complete educational goals in a timely manner

Strategic Plan Objective SAS5.1: Students who are experiencing academic difficulties are provided earlier, effective support

- **Action Step 1.1:** Implement a system for faculty to report students who are struggling academically in their classes
- *Progress Indicator SAS5.1 Decrease in the number of students who are on academic probation by 10%. Baseline is 667, target is 600. (Source: Banner, average of 2017–18 and 2018–19)*
  - We have a system ready to implement but is dependent on Action Step 1.2 (need to coordinate with Student Services – don't have structure in place to do anything with the feedback)

- **Action Step 1.2:** Develop specific strategies to reach out to and support students who are identified as struggling academically
  - Connected to Action Step 1.1
  - During COVID, starting to pilot some activities. Ambassadors contact students MIA
  - Counselors called students on probation; catch them before they go to dismissal
  - Counselors took case notes and what were some of the themes:
    - Life circumstances
    - Made a counseling appointment – great chats, conversations, lots of left messages, so happy to be checked-in on