



# **Student Services Workplan**

2023-2026

## Summary

Student Services Workplan looks to unite with the Strategic Doing Plan and the Academic Strategy and Priorities plan (ASAP) to move UCC forward into the future and fulfill the mission to “transform lives and enrich communities”. The Workplan is designed to mirror the core strategies in the Strategic Doing Plan of: “Increase Opportunities”, Increase Value”, and “Focus on the Future”. Taking these core strategies and expanding upon them in specific ways to move Student Services forward in the endeavor to support students in reaching their goals.

The overarching or guiding goals of this workplan are:

- Student Services will be an integral part of lifting the community and fighting inter-generational poverty.
- The students and the community will have clear and simple access to UCC programs and courses.
- Student Services will actively support students in reaching their goals and rising above existing, or presenting, challenges.
- Student Services will continually monitor, adapt, and improve processes to meet the changing needs of current and perspective students.

In striving to meet these overarching goals, the Workplan will focus on key strategies. In summary:

The Workplan seeks to increase opportunities for students by helping remove barriers to achieving their goals. Student Services will collaborate with Academics to develop clear pathways, and market those pathways, so that individuals in the community are aware what UCC has to offer as well as understand how they can access these opportunities. To further increase opportunities, the Workplan seeks to grow, modernize, and expand, providing more individuals in the community opportunities to connect with UCC.

The Workplan seeks to increase the value of UCC through assessment and data informed improvement. Utilizing the student perspective, Student Services will modify and simplify all processes to remove sticking points and barriers. Student Services will strive to improve key aspects of the student experience and to increase the opportunities to connect with students. Connected students are more likely to stick with their UCC goals, completing their program and moving on to the next step of employment or meaningful transfer.

The Workplan focuses on the future by driving new technology and reimagining current process with a new and improved way of utilizing them. Student Services will take advantage of the adoption of new technology to help drive change and improvements in processes. To ensure full utilization of student supporting elements of technology, Student Services will focus on campus partnerships. Thus, improved referral processes and improved communication will help move these changes from being just a good thing to creating an exceptional system to best support students.

## Student Services Workplan:

1. **Increased Opportunity:** In supporting UCC's efforts to increase opportunity for all students and for the community to thrive intellectually and economically by removing barriers to success, Student Services will do the following:
  - a. Improve processes and supports for students in housing.
    - Increase number of beds available to students.
    - Have all housing forms and processes available in a digital format.
    - Embed student engagement opportunities into the housing community.
    - Create an exit survey that allows housing staff to focus on areas for continued improvement.
  - b. Reimagine mental health services to support student success.
    - Review and assess current availability of services both on campus as well as in the community with the goal of increasing supportive services.
    - Explore partnerships with local agencies and/or other schools to increase capacity through contracted services and/or by utilizing counseling interns.
  - c. Develop a clear Early College growth plan that includes:
    - Increase the number of dual credit courses in area high schools by focusing on core subject areas through quality sponsored dual credit partnerships with UCC faculty.
    - Develop maps for all high schools that help students choose purposeful credit towards Career Technical Education (CTE) or Transfer pathways.
    - Facilitate professional learning communities based on a set calendar using identified State Standards for all high school teachers.
    - Track accelerated learning participation by school and subject area.
2. **Increased Value:** In supporting UCC's efforts to increase value for students and the community through focused stewardship of state and community investment, Student Services will do the following:
  - a. Student Services will perform a full audit of student onboarding to goal completion processes to ensure they are student friendly, easy to use and eliminate unnecessary steps.
    - Create service maps for all areas to evaluate the flow of service, look for ways to improve the student experience, and find missed opportunities to create touchpoints.

- b. Evaluate student needs and barriers to success at each point in the process from initial consideration, attendance, to goal completion.
    - Use data to drive resource allocation.
    - Use data to focus improvements and to change needed processes.
  - c. Design, maintain, and evaluate a systematic and effective program of academic advising to support student development and success.
    - Ensure 100% of advisors are trained and complete required advising processes.
  - d. Cross train staff to ensure that all those in advising roles are knowledgeable of the curriculum, program and graduation requirements, and are adequately prepared to successfully guide students.
  - e. Expand partnerships with local businesses to increase involvement in on campus activities such as career fairs and Explore UCC and to aid in connecting job ready students with industry.
    - Track and increase events held annually.
    - Assess each event to focus on continued improvement.
3. **Focus on the Future:** In supporting UCC's efforts to focus on the future of students and the community by staying current and relevant across operations and helping UCC graduates to drive a community that is cutting edge and ready, Student Services will do the following:
- a. Implement new technology to improve and streamline services, best utilize staff time, and to ultimately provide the best service to students.
    - Move 100% of documentation to digital transactions.
    - Fully implement and use Advise, Recruit, and Experience
    - Fully use Degree Works for degree planning and schedule prediction
    - Fully develop and update the Student Services portions of the UCC Website to include digital forms and replace all hard copy forms.
    - Research and implement a Student Engagement App
  - b. Work to educate students on the importance of and assist to help every student complete a Student Educational Plan. This plan will be tailored to them but more importantly will be a living document that they can adapt and modify as needed and which can be used as a tool to help them attain their UCC goal.
  - c. Develop partnerships with academic departments that will improve the flow of information, in both directions, and provide opportunities for training and updating of information needed to best support students.