

SSIPP Reflection Questions

Please review and reflect on the following questions. We will begin to work through them to reflect on the work we've accomplished over the last four years. The questions will also help the PIT Crew identify areas that require further attention.

SSIPP, Pt 1: "Strategic"

■ To what extent have you articulated an approach for guiding each student along their entire educational pathway, and the role that student services staff, counselors, counseling faculty, and instructional faculty play within this approach?

1. Have we "articulated" an approach?

- Warm hand-offs are ingrained/automatic across campus.
- Unsure if there's a clear roadmap from start to finish for all students.
 - There's a "Getting Started Guide" for students.
 - Momentum points/graphic created for students that maps out who they need to meet with at each point in their educational journey.
 - "Break down" the educational journey and the process for students will help with student retention and completion.
 - It will also create a culture of collaboration across the college.
 - We need to integrate "F15s" and momentum point graphics into Starfish.
 - Are we using the program maps and "flexible 15s"? [Yes, mostly by undecided students]
 - Have we identified points between "F15s" and SS momentum points that might not always align?
 - Momentum points in each School might not align with the academic journey of students in "F15s"?
 - How "student friendly" are the "F15s"?
 - What about a "Graduation Team"?

2. How can we direct students who aren't comfortable asking for help or know how/who to reach out to for guidance?

3. How "student friendly" is our application process/webpage?

- Humanizing the application process might help retain more students after they've applied initially.
 - Can we create an open Canvas-like module?
- "My Path" will help us with the application process (delivery of information, breaking down the application process, identifying prospective students and capture).
 - Create multiple points of entry in the application process for different student groups (new, returning, ...)

4. How do we line up student and to support and contact from the college?

- There's less definition on how to connect support staff to the instructional side of the house.

- 5 We need to celebrate our ability to adapt effectively and efficiently due to the pandemic.
- 6 As we return to campus, we need to balance online and in-person aspects of the student experience and delivery of services.
- 7 Difficulty accessing data, especially for Counseling.
- 8 What percentage of all faculty and staff understand and can articulate how the student support ecosystem is structured?