Building Our Student Success Strategic Plan

Getting Ready for the Goal Team Working Session

Pre-Meeting Webinar

Dial-in 1-888-573-1612
Welcome and Meeting Overview

Student Success Strategic Plan Overview and Roles

Goal Team Working Session Overview

Next Steps: Getting Ready for the Session

Session Close
EDI partners with systems and campuses across the country to implement strategies designed to bolster student success

Our mission is to partner with K-12 and higher education systems with ambitious reform agendas and invest in their leaders' capacity to deliver results. By employing all or parts of a proven approach, known as delivery, we help state leaders maintain the necessary focus to plan and drive reform.
To help institutions achieve their student success goals we focus leaders on four key questions.

“delivery” (n.) is a systematic process through which leaders can drive progress and deliver results.

It involves asking the following questions consistently and rigorously:

1. What are we trying to do?
2. How are we planning to do it?
3. At any given moment, how will we know whether we are on track?
4. If not, what are we going to do about it?
We are bringing this process to CSU East Bay as we work together to meet the President Morishita’s success goals

“...help our students succeed and to make Cal State East Bay the most welcoming and inviting University where a student can receive a high quality education and not only reach for the stars, but grab them.”

- President Morishita

CSU East Bay Student Success Goals

- Increase 6-year grad rate to 60% by 2020
- Increase 3-year transfer grad rate to 75% by 2020
- Increase retention rate annually
There are a large number of strategies and initiatives across campus designed to increase student success...

<table>
<thead>
<tr>
<th>Student Success Collaborative</th>
<th>Semester Conversion</th>
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<tbody>
<tr>
<td>GANAS Program</td>
<td>EXCEL</td>
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<tr>
<td>BlackBoard Analytics</td>
<td>Educational Opportunity Program</td>
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<td>Peer Mentor Services Program</td>
<td>Freshman Learning Communities</td>
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<tr>
<td>Renaissance Scholars Program</td>
<td>Financial Literacy Center</td>
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<tr>
<td>CLASS Student Services Center</td>
<td>Academic Advising and Career Education</td>
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</table>
However, if we are to successfully meet our goals we must have a plan that aligns, coordinates, and guides our efforts.

“A goal without a plan is just a wish.”

-Anonymous
More importantly, our ultimate aim is NOT just to have a plan but a process to monitor our success.

How will we know we are on track?

If we are not on track how can the campus take the needed action?
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We want a planning process that follows several guiding principles

- **Streamlined** plans for each identified goal area
- Encourages **collaboration** across campus
- Includes **faculty engagement** and a faculty review process
- Ensures **alignment** with other university strategic plans and initiatives
- Several **feedback** cycles, including a Presidential review and sign-off
This planning effort is being sponsored by the Council on Retention and Graduation (CRaG)

Council on Retention and Graduation Members

**Cabinet**

**James Houpis**
Provost and Vice President, Academic Affairs

**Julie Wong**
Vice President, Student Affairs

**Derek Aitken**
Chief of Staff

**Debbie Chaw**
Interim Vice President, Administration and Finance and CFO

**Tanya Hauck**
Vice President, University Advancement

**Dianne Rush Woods**
University Diversity Officer

**College Deans**

**Jagdish Agrawal**
College of Business and Economics

**Michael Leung**
College of Science

**Carolyn Nelson**
College of Education and Allied Studies

**Kathleen Rountree**
College of Letters, Arts and Social Sciences
Through various conversation with campus leadership and staff four strategic goals have been identified:

- Strengthen the **academic advising** program
- Improve **financial aid services and financial literacy**
- Improve **data** quality and access to promote decision making
- Align **student services** to improve student experience and close gaps
Accompanying each goal are objectives to address how the campus can best achieve the goal

<table>
<thead>
<tr>
<th>Goal</th>
<th>Objectives</th>
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<tr>
<td><strong>Strengthen academic advising program</strong></td>
<td>▪ Create a comprehensive academic advising strategic plan</td>
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<tr>
<td></td>
<td>▪ Create a comprehensive set of academic advising tools</td>
</tr>
<tr>
<td></td>
<td>▪ Provide additional access to advisors</td>
</tr>
<tr>
<td><strong>Improve financial aid services and financial literacy</strong></td>
<td>▪ Create a comprehensive financial aid strategic plan</td>
</tr>
<tr>
<td></td>
<td>▪ Provide training and support for families and students throughout the academic and financial aid cycle</td>
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<td></td>
<td>▪ Develop a support plan/program to provide financial literacy services to all students (whether currently receiving financial aid or not)</td>
</tr>
<tr>
<td><strong>Improve data quality and access to promote decision making</strong></td>
<td>▪ Integrate student data systems to strengthen data quality</td>
</tr>
<tr>
<td></td>
<td>▪ Ensure that faculty and staff have access to quality data in order to make decisions</td>
</tr>
<tr>
<td><strong>Align student services to improve student experience and close gaps</strong></td>
<td>▪ Use/analyze the Student Success Inventory and develop a plan to make improvements</td>
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<td></td>
<td>▪ Identify, analyze and assess effectiveness of &quot;high impact practices&quot;</td>
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<td></td>
<td>▪ Create more opportunities for students to participate in HIPs</td>
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</table>
To build our strategic plan there are 4 key roles...

**Leaders**
- Provost & VPSA

**Sponsors of Plan**
- Council on Retention and Graduation

**Drivers of the Efforts**
- Advising Goal Team
- Data Goal Team
- Fin Aid and Literacy Goal Team
- Student Services Goal Team

**Coordinating/Support**
- Enhancing Success Partnership
The Provost has created the Enhancing Success Partnership Team to lead the strategic planning process

**Diana Balgas (Team Lead)**
Special Assistant to VP & Director of Assessment, Student Affairs

**Martin Castillo**
Associate Vice President, Campus Life

**Dennis Chester**
Associate Dean, CLASS

**Tamra Donnelly**
Academic Programs and Accreditation Specialist

**Stan Hébert**
Dean of Students

**James Hershey**
Director of Institutional Research

**Donna Wiley**
Interim Associate Vice President, Academic Programs and Graduate Studies

**Fanny Yeung**
Educational Effectiveness Research Manager
What is the role of the Enhancing Success Partnership Team (ESP)?

**Planning**
- Each member will serve as designated support to a goal team
- Help ensure consistency across all goal areas

**Implementation**
- Work with goal sponsors and teams to conduct assessment on goal progress
- Occasionally following-up after goal check-ins with goal teams on identified key actions items
- Keep the campus up-to-date on the progress of the plan and the work of the goal teams
What does it mean to be a goal sponsor?

**Planning**
- Help set the vision for the goal
- Participate in discussions in the goal plan development

**Implementation**
- Monitor the pulse on what is happening with the goal between check-ins
- Conduct assessments with goal team and ESP on goal progress
- Report on efforts twice a year on goal progress during CRaG meeting
What does it mean to be on a goal team?

Planning
- Work with goal sponsors to help shape the goal
- Help identify the key actions and resources required to successfully achieve the goal
- Review and provide detailed feedback on respective goal action plan

Implementation
- Provide updates on related goal efforts to goal sponsors on a regular basis
- Conduct assessment with goal sponsors and ESP on goal progress
Here is the goal team breakdown...

<table>
<thead>
<tr>
<th>Goal</th>
<th>Goal Sponsors</th>
<th>Enhancing Success Partnership Team</th>
<th>Goal Team Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strengthen <strong>academic advising</strong> program</td>
<td>Kathleen Rountree, Dianne Rush Woods</td>
<td>Dennis Chester, Stan Hebert</td>
<td>Larry Bliss, Jennifer Aure, Linda Dobb, Michelle Xiong, Kevin Callahan</td>
</tr>
<tr>
<td>Improve <strong>financial aid services</strong> and literacy</td>
<td>Jagdish Agrawal, Debbie Chaw</td>
<td>Diana Balgas, Donna Wiley</td>
<td>Darrell Haydon, Rhonda Johnson, Xinjian Lu, Alison Richardson</td>
</tr>
<tr>
<td>Improve <strong>data</strong> quality and access to promote data decision making</td>
<td>Tanya Hauck, Michael Leung</td>
<td>James Hershey, Fanny Yeung</td>
<td>Alexis Alabastro, Liliana Chiou, David Garcia, Manuel Saldanha</td>
</tr>
<tr>
<td>Align <strong>student services</strong> to improve student experience and close gaps</td>
<td>Carolyn Nelson, Julie Wong</td>
<td>Martin Castillo, Tamra Donnelly</td>
<td>Melissa Cervantes, Michele Hingst, Jen Nguyen, Jessica Weiss, Andrea Wilson</td>
</tr>
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</table>
Questions?
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Session Close
We are aiming to have the plan developed and approved by the beginning of the fall quarter

September 28, 2015
Goal Team Working Session

Date: Monday, July 27
Time: 10:00 am – 1:30 pm
Location: UU 311

Lunch will be provided

Please let us know if you are able to attend!

Purpose:
Acquire the critical information so that the strategic plan can be written

Session Objectives
- Hear more about the student success strategic plan
- Have cross-campus and goal team conversations about the actions needed to achieve desired outcomes
- Complete goal action templates
What are we asking the goal teams to complete? Answer: The goal action plan template

<table>
<thead>
<tr>
<th>Goal</th>
<th>What is the goal? What are the prioritized objectives?</th>
</tr>
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<tbody>
<tr>
<td>Vision/Scale</td>
<td>What will be different on campus if we are wildly successful? How many students will be impacted?</td>
</tr>
<tr>
<td>Current state</td>
<td>What is the current state across the campus with this goal? What is going well? What is more challenging?</td>
</tr>
<tr>
<td>Milestones</td>
<td>What are the most important milestones between now and then?</td>
</tr>
<tr>
<td>Priority action steps</td>
<td>What are the key action steps the campus needs to take to meet this goal?</td>
</tr>
<tr>
<td>Resources required</td>
<td>What resources (human capital, financial, technology, facilities) will be necessary to implement this goal?</td>
</tr>
<tr>
<td>Stakeholders</td>
<td>Who needs to be involved in the effort to ensure success? What is their role?</td>
</tr>
<tr>
<td>Data Metrics</td>
<td>What data can we monitor to ensure we are on track?</td>
</tr>
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Session Close
How to prepare for the Goal Team Working Session

- Begin to think about what success should look like for your goal
- Think about “what should be different”
- Share any useful information for others on your team and the ESP
- Suspend disbelief
- Rest up!
Thank You

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