

Strategic Plan – Student Experience Goal

Provide core academic offerings and student support
at all campuses and online.

Access to core academic offerings and services is limited and inconsistent. COCC will provide core academic offerings and student support services in a coordinated, intentional and predictable way to increase equity in the academic experience online and at all campuses.

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What will COCC look like when this goal is achieved?

Students complete core academic courses at any of COCC's campuses and online. Students utilize support resources on all campuses and online. Students identify as part of the College community.

Goal Work Group team:

- Matt McCoy, chair (Oct. 2019); Jerry Schulz (2018-2019)
- Michael Murphy, vice chair (E-Learning/Academic Technology)
- Kristin Dorsey (Transfer Faculty)
- Jeremy Green (Branch Campus)
- Kirsten Hostetler (Library)
- Yasuko Jackson (E-Learning/Academic Technology)
- Keri Podell (Academic Advising)
- Tina Redd (Branch Campus)
- Evelia Sandoval (Diversity and Inclusion)

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Initiatives:



SE-1: Develop and implement a comprehensive approach to academic offerings and student support services on all campuses and online.

SE-2: Increase access to academic programs and courses on all campuses and online.

SE-3: Promote diversity, inclusiveness and community on all campuses and online.


SE Initiative 1: Develop and implement a comprehensive approach to academic offerings and student support services on all campuses and online.

Activities:

-  Develop Branch Campuses plan for comprehensive approach to academic offerings
-  Gather student experience data on support services, technology, academic offerings, and distance learning
- Conduct focus groups regarding student services

SE Initiative 2: Increase access to academic programs and courses on all campuses and online.

Activities:

-  Increase and stabilize course offerings at R, M, P, & OL
- Monitor online course waitlists to inform decisions on course offerings and adding courses

SE Initiative 1: Develop and implement a comprehensive approach to academic offerings and student support services on all campuses and online.

Activities:



Develop Branch Campuses plan for comprehensive approach to academic offerings



Collect data on student experience relative to support services, technology, academic offerings, and distance learning combined with Learning Management System input



Expand online course development



Implement remote test proctoring



Establish an E-Learning Center

Focused efforts on key activities:

Expand online course development

Implement remote test proctoring – ProctorU

Establish an E-Learning Center

Invested in our work

- Conducted the first-ever campus solicitation for funding Strategic Plan activities -- \$100,000 available
- Ten total funding proposals submitted for all Goals; seven approved for \$64,550
- *Student Experience* awards: Math calculators R, M, P; Geology Lab Equipment, R, M, P; ProctorU online testing.

Metric Status
Status of each goal initiative metric

● Met expectations
 ▲ Almost met expectations
 ◆ Did not meet expectations
 * Not Started

Goal	Initiative	Metric	Metric Description	Status
Student Experience	SE - 1	1	Campus specific minimum number of (core) courses are offered	▲
		2	Increased and stabilized term-to-term enrollment at branch campuses and online?	●
		3	Equitable core student support services are available	▲
	SE - 2	1	Decrease number of cancelled classes	●
		2	Decrease number of students on wait-lists each term	*
	SE - 3	1	Increased student satisfaction for each campus and online	*
		2	CCSSE data	*
		3	Increased student satisfaction with complaint resolution	*
		4	Increased enrollment by faculty and staff in diversity/inclusion trainings	*
5		Faculty and staff awareness	*	



2018-23 Strategic Plan Status

Hover over charts for more information

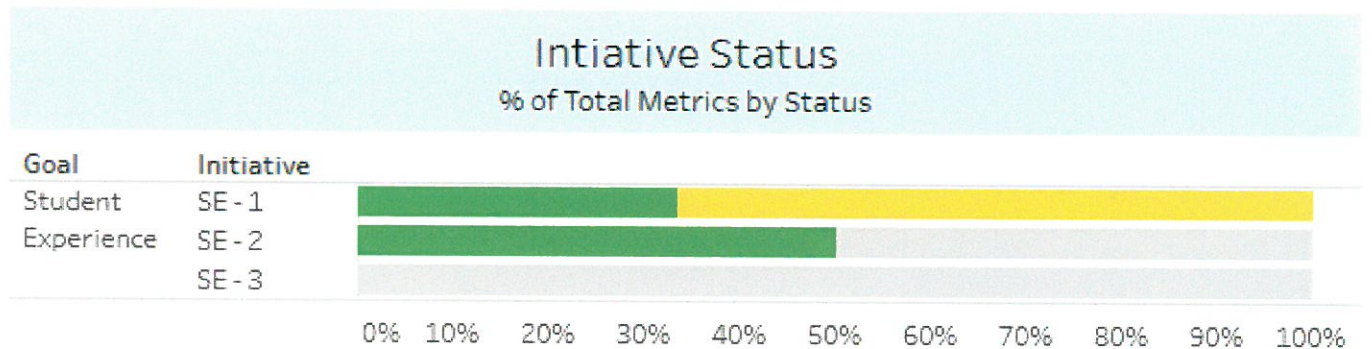
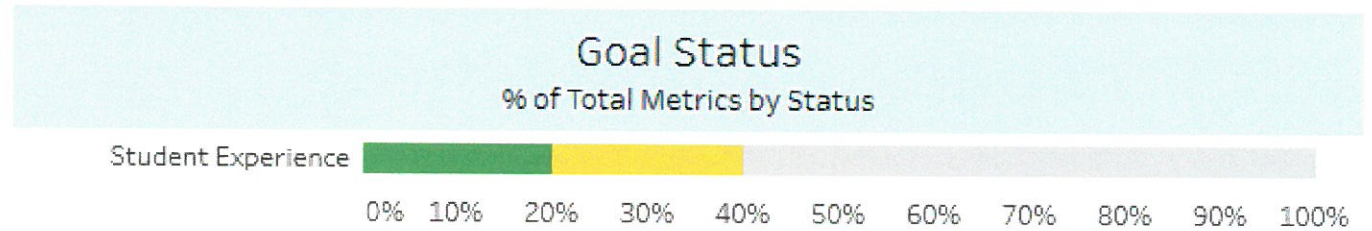
Select Goal:

- (All)
- Student Success
- Student Experience
- Institutional Efficiency
- Community Enrichment

Data Last Updated:
12/20/2019 7:58:55 PM

Goal Status

- Met expectations
- Almost met expectations
- Did not meet expectations
- Not Started



<https://public.tableau.com/profile/cocc.ie#!/vizhome/2018-23StrategicPlanStatus/SPMetricStatusDashboard2>

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Thank you.