Comprehensive Report
Action Plan Mapping

Strategies/Activities TARGET GROUP	When Should We Provide These Learning Opportunities?	Tools/Technology Necessary to Deliver Service	Short Term Goals	Long Term Goals (Next 3 Years)	Resource Needs to Implement Strategies/Activities	Alignment to 2015-2021 Strategic Directions*
UO1: CASSC will provide students the information, tools and resources needed to navigate through the college system. **UO2: CASSC will collaborate with colleagues and community partners to promote student success.** **UO3: CASSC will promote a healthy, safe and respectful campus environment.** **UO4: CASSC will engage in continuous professional development in support of student success**						
Individual Advising & Registration Sessions TARGET GROUP Confirmed appointments	Year Round	Confidential office spaces Alternative formats for appointments – online, phone Computer-aided tech: MySuccess STAR MyUH HawCC Catalog Video chat Paper tools (e.g. Advising Sheets, How To Register Sheet)	Students will make their own appointments using MySuccess	Offer alternative appointment options available to students (e.g. phone, online, evening)	Academic Advisors Computer Screens Stand up stations Office space	HGI AS2 HPMS AS1 HPMS AS2
Service on Demand Walk-Ins	Year-Round	Confidential office spaces	Research online tools and resources to	Introduce online advising services	Online Chat service / Support -	HGI AS2 21CF AS3

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Telephone Calls Emails On-line Chat/appointments TARGET GROUP All students	Designated Walk-in Times	Alternative formats for appointments – online, phone Computer-aided tech: MySuccess STAR MyUH HawCC Catalog Video chat	support online advising.	Develop direct services on the web Develop ways to market and evaluate online services	$600 per year Academic Advisors Computer Screens Stand up stations Office space	HPMS AS1 HPMS AS2
Group Advising & Registration Appointments TARGET GROUP For all students, continuing students grouped by major	Year Round - During early registration each semester	Large meeting space Laptop and A/V for presentation Computers/Netbooks/ Laptops – mobile computer lab Computer-aided tech: MySuccess STAR MyUH	Partner with instruction and STAR to offer needed courses at times when students need them.	Incorporate instructional faculty to participate in early registration events.	Academic Advisors Developmental Ed Counselor Peer Mentors Computers/ Netbooks/Laptop, mobile computer lab	HGI AS2 HPMS AS1 HPMS AS2

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		HawCC Catalog Video chat			Updated memory and software for netbooks	
Mandatory Orientation TARGET GROUP New Students	Fall / Spring / Summer	Laptop and A/V for presentation Laptops/Tablets for student use Computer-aided tech: Banner (holds) MySuccess STAR MyUH Website Catalog	Prepare for orientation to return to counseling now that the grant program is ending. Re-evaluate the current orientation structure and delivery.	Develop a comprehensive FYE to include high school transition program, student success workshops, and student/campus engagement activities Develop programing for transfer student population Offer college success strategies course (LSK 102, UNIV 101, IS 105)	FYE Coordinator Academic Advisors Peer Mentors Laptops/Tablets for student use Laptop and A/V for presentation Marketing	HGI AS1 HGI AS2 HPMS AS1 HPMS AS2
Student Success	Two times per	Confidential office	Outreach to 100% of	Transition to STAR	Academic	HGI AS2

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Report (identifies students taking incorrect classes) Call-outs TARGET GROUP Priority 1 - Financial Aid Eligible student identified on Student Success Report Priority 2 – All other students identified on Student Success Report	academic semester	spaces Computer-aided tech: MySuccess STAR MyUH HawCC Catalog Email	the identified population Increase awareness during orientation, encourage students to confirm course selection via STAR	GPS registration. Provide workshops on how to navigate STAR GPS	Advisors Peer Mentors Computers/ Netbooks/Laptops, mobile computer lab Large meeting space	HPMS AS1 HPMS AS2
MySuccess Early Intervention TARGET GROUP Students Identified by Instructional Faculty	Fall & Spring Semesters Weeks 2, 4, 8 Referrals made outside of the survey period	Computer-aided tech: MySuccess STAR MyUH HawCC Catalog Email	Promote MySuccess amongst faculty/staff to increase participation.	Streamline support for students referred. Partner with other campus services to support student success, i.e. tutoring, personal counseling,	Retention Specialist/ Coordinator Academic Advisors Peer Mentors	HGI AS2 HPMS AS1 HPMS AS2

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				and career services, etc. Offer student success workshops. Offer college success strategies course (LSK 102, UNIV 101, IS 105)		
Classroom Outreach TARGET GROUP CASSC should visit at least 20% of the student population (20% of 3000 is 600 students, about 35 classes)	Fall & Spring Semesters, 1-2 Weeks before Early Registration and 1 Week After Early Reg	Computer-aided tech: MySuccess STAR MyUH HawCC Catalog	Visit classes to share information about "how to register." Encourage early enrollment. Identify Financial Aid rules. Demonstrate the use of STAR Set a base of existing	Use data to indicate if outreach should be expanded to cover more classes.	Developmental Ed Counselor Academic Advisors Peer Mentors	HGI AS2 HPMS AS1 HPMS AS2

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			rate and increase by 2% per year			
Student Success Workshops TARGET GROUP Priority 1 - Students identified as not in Good Academic Standing (probation/warning) Priority 2 – All student	Year Round	Handouts Textbook Computer-aided tech: Computer-based presentation software Online Curriculum MySuccess	CASSC will offer at least 10 workshops a semester Provide a "workshop menu" for faculty to request workshops in their classrooms or for their class(es).	Review suggestions from students and expand workshop offerings. Partner with FYE and offer workshops during welcome back/convocation week.	FYE Coordinator Retention Specialist/Coordinator Dev Ed Counselors Academic Advisors	HGI AS2 HPMS AS1 HPMS AS2
Student Success Course (LSK 102, UNIV 101, IS 105) TARGET GROUP All Students Developmental Education Students	Year Round	Textbook Laptop and A/V for presentation Laptops/Tablets for student use	Offer Summer Bridge Program for incoming students Develop comprehensive wrap around services for students.	Expand teaching to Fall/Spring semester Goals identified in individual course descriptions Meet all curriculum	FYE Coordinator Peer Mentors for classroom support Academic Advisors	HGI AS1 HGI AS2 HPMS AS2

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Students not in good academic standing		Computer-aided tech: Computer-based presentation software		review committee requirements	Dev Ed. Counselors	
College Resources TARGET GROUP All Students Faculty and Staff	Year Round	Brochures Flyers College and Community Resource Sheet Computer-aided tech: Multi Media Software Copy Machine Computers in Office Computer-based presentation software	Post or make available the available resource Maintain and update resources: bulletin boards, brochures, Facebook, website	Create a student survey to determine needs/challenges students have Create a college and community resources sheet and give to all new/returning or transfer students Use data to assess resources and services	Academic Advisors Peer Mentors	HGI AS2 HGI AS3
Outreach to the Community	Spring – Before March 1	Computer-aided tech:	Facilitate the transfer of students from HS to	Invite Early College instructors and	FYE Coordinator	HGI AS1 HGI AS2

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(Building Better Bridges) <u>TARGET GROUP</u> Hawai'i DOE Community Resource Centers		Computer-based presentation software	College	incorporate panel discussion. Expand invites to middle school counselors	Academic Advisors Peer Mentors Event Budget	
Title IX Mandate	Year Round	Title IX Literature Website <u>Computer-aided tech:</u> Multi Media Software Copy Machine Computers in Office Computer-based presentation software	Prevent sexual and domestic violence, support it's survivors and be in compliance with federal regulations Provide students with accurate and up to date information about Title IX policies, procedures, expectations and protections Provide emergency assistance contact information	Develop and implement workshops for students, faculty and staff Participate in course on Domestic Violence dynamics	Mental Health Counselor Professional Development	21CF AS3

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			Receive adequate training to implement mandate			
Professional Development TARGET GROUP Counselors/Advisor	Year Round		To learn and use current best practices for student success interventions and supports	Share resources and information with campus Demonstrate ongoing improvement and self-evaluation	Professional Development Budget	HPMS AS1 HPMS AS3

*2015-2021 Hawai'i CC Strategic Directions definitions:

Hawai'i Graduation Initiative = HGI

HGI Action Strategy 1 (AS1) = Strengthen the pipeline from K-12 to the university to improve college readiness and increase college attendance.

HGI Action Strategy 2 (AS2) = Implement structural improvements that promote persistence to attain a degree and timely completion.

HGI Action Strategy 3 (AS3) = Anticipate and align curricula with community and workforce needs.

21st Century Facilities = 21CF

21CF Action Strategy 1 (AS3) = Provide safe, healthy and discrimination free environments for teaching, learning and scholarship for students, employees and visitors.

High Performance Mission-Driven System (HPMS)

HPMS Action Strategy 1 (AS1) = Employ best practices in management, administration and operations.

HPMS Action Strategy 2 (AS2) = Increase opportunity and success for students and overall cost-effectiveness by leveraging academic resources and capabilities across the system.

HPMS Action Strategy 3 (AS3) = UH aspires to be the world's foremost indigenous serving university and embraces its unique responsibilities to the

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indigenous people of Hawai'i and to Hawai'i's indigenous language and culture. To fulfill this responsibility, the university ensures active support for the participation of Native Hawaiians and supports vigorous programs of study and support for the Hawaiian language, history and culture. In addition to the Native Hawaiian student success agenda within the Hawai'i Graduation Initiative, the following tactics align with the thematic areas set forth in *Hawai'i Papa O Ke Ao*, UH's plan for a model indigenous serving university.