

# HOLISTIC STUDENT SUPPORT

Collaborate with students both in and out of the classroom to understand and respond to their needs and goals  
**Strategic Actions Spring 2023 Update**

## **Increase Total FTE and Headcount.**



As of the end of week 8 of the spring 2023 term, we are up in FTE by 6%. FTE for the summer 2023 term is up 22%. Headcount for both spring and summer is up, reversing previous trends of increased FTE but decreased headcount.

Additionally, as we indicated in the fall and winter terms, we continue to see a decrease in the number of students taking 0-5 credits and 6-11 credits and an increase in the number of students taking 12 or more credits (full time).

It is important to note that while this particular goal is tied to both the Strategic Enrollment Management (SEM) Plan and the holistic student support strategic priority indicators, the action items in the SEM Plan are good for students regardless of whether they impact FTE and/or Headcount. Additionally, we expect that as the action items are implemented, we will see a direct result in retention and completion.

## **Finalize and implement a strategic enrollment management plan for CCC.**



The 2022-2026 SEM Plan is completed and has been launched! Tactical leads have met with work groups to author project charters for their teams, and have identified and implemented activities in support of their SEM tactics. Leads for all 2022-23 SEM tactics have met to track progress, and identify overlaps between the plans for unique tactical implementation groups.

By the end of fall 2023, the SEM and Strategic Planning group (a subcommittee of the Access, Retention and Completion (ARC) Committee) will have created a charter, mapped out our 2023-24 workplan and updated targets for the current SEM plan. A key component of our work plan will be to identify means to measure the overall effectiveness and impact of the SEM plan.

## **Use SEM plan to focus, align, and cultivate new resources used in support of goals related to access, enrollment, retention, and completion.**



As part of the AY22-23 budget development process, tactical leads made requests in support of their assigned SEM tactics. A request to fund/support a customer relationship management (CRM) software solution is pending updates from the Oregon legislature; the College will know more about whether it will be able to support requests like this over the course of summer 2023.

Alignment work continues in collaboration with other Strategic Priority Implementation teams, including the Diversity, Equity, and Inclusion Hustle Huddle. Many elements of the DEI strategic plan are embedded in the SEM plan; we will continue to meet and look for alignment across plans and implementation efforts, and reduce duplication of effort when identified.

Alignment and support will continue to be championed by the SEM and Strategic Planning subcommittee of ARC.

**Launch ongoing evaluation of SEM tactics to ensure continuous improvement.**



The SEM Strategic Planning Subcommittee is creating a survey that will help evaluate SEM tactics. A survey draft is under review, and will be distributed over the course of summer 2023 term. Based on results of this survey, the subcommittee will have a better understanding of what our future tactical leads need to successfully implement their elements of the SEM plan.

  
**On Track**

  
**Progress Made,  
Assistance Needed**

  
**At Risk**