#	Theme	Recommendation	Responsible Party	Current Status	Anticipated Completion Date	Notes	
1.1	ACCESS AND USE OF CORRECT TOOLS	Secure a better CRM to coordinate student engagement and service across the College, including the CC.	Director, AVP	Not Started	1-Jul-22	A College wide assessment should occur that reviews currently used CRMs and finds where offices could partner with one another to simplify CRMs and provide cost sharing	
1.2		Explore the use of two-way texting to connect with students and other constituents.	Director, OSC	In progress, in year long pilot	1-Mar-22	A determination on moving forward needs to be made to request funding to continue services.	
1.3		Enhance the functionality and maintenance of the chatbot by hiring a chatbot coordinator in the CC.	Director, AVP	Not Started	1-Dec-21	An IBP request needs to be submitted for a new position to maintain chatbot.	
2.1	COLLABORATION AND COMMUNICATION	Work with College partners to revise processes to ensure that web information is updated regularly.	Director, Coordinator (Inbound), AVP, College Wide	In Progress		This recommendation is not the sole responsibility of the Contact Center. A procedure and expectations need to be set up College wide to address this concern and ensure that all websites are up-to-date for users. There should be some sort of reporting form or set process where members of the Contact Center team (and other folx at the College) can submit updates as they find them when working with members of the community.	
2.2		Establish regular meetings with key stakeholder groups and departments to learn about upcoming events and new information.	Coordinator Inbound, Director	Not started	1-Oct-21	There should be a Teams channel set up with all front line staff of key stake holders (Registrar, Financial Aid, Academic Advising, Admissions, etc.) to share updates in a timely manner. A monthly meeting should also be set up with supervisor of front-line staff to ensure that information sharing is happening and to brainstorm ways to help information flow	
2.2		Establish regular meetings with key stakeholder groups and departments to learn about upcoming events and new information.	Director, Contact Center staff	In Progress	1-Aug-21	Creating a liaison program with members of the Contact Center staff and key stake holders. List created (6-17) email to best sent to directors mid-July introducing program, and emails from staff will be sent shortly after.	
2.3		Educate the College on the purpose and services provided by the CC.	Director, Contact Center staff	Not started	1-Dec-21	Need to establish an intra-net site with Contact Center for other members of the College to see the staff and services provided. The sharing with liaison program will also help with this.	
3.1	ACCURACY OF WEB AND EVENT INFORMATION	Request all college events to be included on the SLCC master calendar and that the CC be made aware of events outside of regular business hours.	Director, AVP, Institutional Marketing	Not Started	1-Sep-21	This is not the responsibility of the Contact Center, but Institutional Marketing. A proposal should be submitted to show the necessity of this being policy at the College .	
3.2		Create a centralized knowledge base regarding FAQs, contacts and events.	Director, Contact Center staff	In Progress	1-Oct-21	The team has been utilizing Microsoft Teams to start this process. There needs to be a formalized process for keeping and separating the information and putting together training for new staff members.	
3.2		Create a centralized knowledge base regarding FAQs, contacts and events.	Director, AVP, Institutional Marketing	Not Started	1-Dec-21	A College wide knowledge base needs to be created and maintained by key stake holders for the use of all staff.	
3.4		Identify a liaison within each department office to address issues or questions and report outdated web information.	Director, Contact Center staff	In Progress	1-Aug-21	Creating a liaison program with members of the Contact Center staff and key stake holders. List created (6-17) email to best sent to directors mid-July introducing program, and emails from staff will be sent shortly after.	
3.5		Request that web information be required to be updated regularly to remain active on slcc.edu.	Director, AVP, Institutional Marketing	Not Started	1-Sep-21	This is not the responsibility of the Contact Center, but Institutional Marketing. A proposal should be submitted to show the necessity of this being policy at the College .	
4.1	CAPACITY	Increase staffing for the outbound and OSC teams, with an emphasis on bi-lingual language expertise.	Director, AVP	Not Started	1-Dec-21	Create a proposal using the Program Review Self-Study and Recommendations to show need for additional staffing for Outbound Team.	
4.1		Increase staffing for the outbound and OSC teams, with an emphasis on bi-lingual language expertise.	Director, Coordinator Inbound	Ongoing	Ongoing	Ensure that all job postings include "bi-lingual language expertise" and that all screening criteria have bonus points for this.	
4.1		Increase staffing for the outbound and OSC teams, with an emphasis on bi-lingual language expertise.	Director, AVP	Not Started	1-Jul-22	Create a proposal using the Program Review Self-Study and Recommendations to show need for continued support of the Online Success Coaches hired with CRRSA funds.	
4.2		Establish an Assistant Director to directly supervise each CC team.	Director, AVP	In Progress	1-Jan-22	Working with staff vacancies to see if we can use the vacated PT specialist position to elevate one of the OSC positions to Assistant Director and have an internal departmental search.	
4.3		Cross-train inbound and outbound teams.	Director, Coordinator Inbound	In Progress	Ongoing	We have stated getting the Banner lists of what needs to be trained for all staff, but still need to set up an official training that needs to be recorded for future use. Need to get Outbound team CISCO Finesse trained to answered calls. A decision needs to be made on Outbound CRM moving forward. To add any Inbound team members to that it will increase the cost of use. VanillaSoft is a pay per user. A year timeline needs to be set to establish when project help should be allowed or necessary and when teams should not provide project help.	
4.4		Propose performance-based funding (portion of student retention and re-enrollment tuition monies) to expand services.	Director, AVP	Not Started	1-Jan-22		

#	Category	Recommendation	Responsible	Status	Date	Notes	
4.5	LIMITED C	Require 2-business day advanced notice from departments needing the CC to provide phone support	Coordinator Inbound	Not Started	1-Sep-21	A policy and form needs to be setup for requesting coverage of phones. This should include services offered, duration of coverage, requesting timeline, and required 2 day notice. This form should also include re-occurring requests.	
5.1	NAME CHANGE	Consider a name change that reflects the purpose of the department.	All Staff	In Progress	1-Aug-21	The team had a retreat on June 17, 2021 in which they came up with 4 potential names. Those names were submitted to the AVP for consideration and is awaiting decision from the VP.	Proposed Names 1-Virtual Success Center 2-SLCC Virtual Support & Success Center 3-SLCC Success Advocate Center 4-SLCC Information and Success Center
6.1	DEPARTMENT PURPOSE AND STRATEGIC PLAN	Clarify the purpose of the Contact Center, including creating a purpose statement that is referenced and reviewed regularly	All Staff	In Progress	1-Aug-21	The team had a retreat on June 17, 2021 in which they came up with a purpose statement That was submitted to the AVP for consideration and is awaiting decision from the VP.	
6.2		Develop a 2-3 year strategic plan with performance metrics. Ensure that the plan aligns to college strategic goals and activities.	All Staff	Not Started	1-Jan-22	We need another retreat or two to get this set up as a team. We don't have a lot of time to work towards these due to the nature of duties of those in the office.	
6.3		Identify 3-4 operational and aspirational peers in which to benchmark operations, funding, organization and best practices.	Director, All Staff if needed	Not Started	1-Jan-22		
6.4		Organize and distribute an annual report to the College community to increase awareness of the CC and its impact.	Director, All Staff if needed	Not Started	1-Jan-22	Need to set up a format for this and what should be included. It would be ideal if it could come out on a calendar year schedule as opposed to fiscal year. Need to also work with DSA to set up yearly assessments that become part of this annual report.	
7.1	CLARITY OF PROCEDURES AND TRAINING	Establish clear procedures for all teams to increase service consistency and accuracy.	Director, All Staff, AVP	Not Started	1-Jan-22	The office's strategic plan needs to be established prior to setting this up.	
7.2		Cross-train inbound and outbound team members to expand support and awareness and explore the possibility of combining the teams organizationally and/or functionally	Director, Coordinator, Inbound/Outbound Staff	In Progress	1-Oct-21, but Ongoing	Time needs to be set aside to get Outbound access and training to CISCO, Banner, FAQs, etc. A decision need to be made on the proper CRM for Outbound as the current system does not allow for adding new people to calling campaigns without extra cost.	
7.3		Organize regular training/information sessions with CC personnel. Record for later viewing and access for anyone unable to attend	Director, Coordinator, Contact Center Staff	In Progress	1-Oct-21	A set rotation of training and information sessions should be set up. This can facilitate this through Liaison relationships and have set day and times to have these trainings. Recordings should be stored in the Teams Channel for future use. If a video becomes out of date it should be deleted and updated one should be added.	
8.1	SUCCESS COACHING PLACEMENT	Organizational placement of the OSC team be reviewed and aligned with other success coaching activities across the college.	Director and OSC Team	Not Started	1-Jan-22	Identify all current coaching activities happening at the College. Set up information al meeting to get everyone on the same page. Share coaching document for mutual review. Coming up with a standard definition of coaching at SLCC would be beneficial	
8.2		Extend OSC beyond the first year through completion, as capacity allows.	Director and OSC Team	Not Started	1-Jul-22	An exploratory committee needs to be established with eLearning to review process and benefits. Proposal should be created and submitted to AVP for expansion. This should include timeline of services and Canvas courses outline for coaching beyond year one.	
8.3		Incorporate success coaching support for students enrolled in an online program.	Director	Not Started	1-Jul-22	A meeting needs to be set up between Director and staff of fully online academic program. Explore what aligning would look like and what staffing needs it would bring before putting proposal together.	
8.4		Share student input with Faculty, Advising, eLearning and other interested stakeholders to improve the online learning experience.	Director and OSC Team	In Progress	1-Oct-21, but Ongoing	A standard form and process should be set up that coaches fill out to provide this feedback to stakeholders. There should also be a semester report that includes results from OSC survey each semester	
8.5		Revise the budget structure of the OSC Team, as the funding is currently associated with multiple sources that may not be sustainable.	AVP and VP	Not Started		This may not be something that can be changed due to the nature of how things are budgeted.	
9.1	BALANCING TECHNOLOGY AND HUMAN CONNECTION	Follow up on chatbot unanswered questions with a human contact.	Director	In Progress	Ongoing	Assess staff capacity to move chatbot answering to staff members other than the director to allow for more consistent answering of chats.	
9.2		Provide a human contact option via the chatbot to the CC	Director	In Progress		Assess staff capacity to move chatbot answering to staff members other than the director to allow for more consistent answering of chats.	
9.2		Provide a human contact option via the chatbot to the CC	Director	Completed	15-Jun-21	Added language to the chatbot message escalation on how to call humans in the Contact Center for immediate assistance.	
9.3		Avoid creating metrics that limit call duration. Some departments indicated that CC staff were directed to keep calls to a certain duration.	Director	N/A		This is not a metric that is in place. However, the director needs to identify the source of this understanding and clarify understandings.	

10.1	DIVERSITY & INCLUSIO	Continue the commitment to supporting diversity and inclusion in all forms, including language support, accessibility, technology, etc.	All Staff	Ongoing	Ongoing	Staff needs continued trainings in Equity, Diversity, and Inclusion as it relates to their job functions. Trainings should be recorded to support continued training. Set up support for staff to access trainings through LinkedIn Learning and Professional Development	
10.2		Ensure that diversity continues to be an area of focus for all personnel to accurately reflect the audiences served and in the local community.	All Staff	Ongoing	Ongoing	Staff needs continued trainings in Equity, Diversity, and Inclusion as it relates to their job functions. Trainings should be recorded to support continued training. Set up support for staff to access trainings through LinkedIn Learning and Professional Development	
11.1	STUDENT CENTERED	Recognize and reward CC personnel who go the extra mile in supporting students or other constituents.	Director	Not Started	1-Dec-21	The creation of this should be created with the input of the staff.	
11.2		Ensure that students continue to be the primary focus of the CC and its purpose.	All Staff	Ongoing	Ongoing	This should be center to all that we do in the College. Include this in our purpose statement. And any items that are created and trained on should have the students served as the first thing on our minds.	
11.3		Ensure that the CC personnel are representative of the students they are serving.	Director, Coordinator Inbound	Ongoing	Ongoing	Examine all job descriptions prior to posting. Ensure that we have a search advocate to help with hiring processes.	
11.4		Expand bi-lingual support and services.	Director, All Staff	Not Started	1-Jul-22	Although this is a larger College Conversation a plan of how to expand the services in the Contact Center to include bilingual support in addition to what we already have needs to be put together. Having specific Inbound, Outbound, and OSCs that speak multiple languages and identifying them for outreach by members of the community is essential.	