

Salt Lake Community College MySuccess Initiatives

Program Review Plan of Action – November 2019

Goal	ST* – LT*	Action	Timeline	Progress
<i>Establish Robust Infrastructure for Case Management Activities</i>	<i>ST</i>	<ul style="list-style-type: none"> • Automate Advisor assignments based on program of study • Automate Career Coach assignments based on program of study • Automate Success Network based on Banner data where possible <ul style="list-style-type: none"> ○ Multicultural Success Coordinators ○ Veterans ○ STEM Success Coordinator ○ Engineering Success Coordinator • Implement active/inactive attribute to help with case management prioritization • Revise student intake survey to include basic needs data • Implement student satisfaction surveys through MySuccess • Revise MySuccess Plan to-do's and flags for student follow up 	<p><i>December 2019</i></p> <p><i>January 2020</i></p> <p><i>February 2020</i></p> <p><i>December 2019</i></p> <p><i>TBD</i></p> <p><i>March 2020</i></p> <p><i>April 2020</i></p>	
<i>Automate System-Raised Flags for Student Interventions</i>	<i>LT</i>	<ul style="list-style-type: none"> • Establish internal process for withdrawal intervention including Advising, Registrar, etc. • Develop system-raised flags for withdrawals • Develop system-raised flags when a student is not meeting SAP • Develop system-raised flags when a student registers for courses that are outside the Degree Plan 	<p><i>March 2020</i></p> <p><i>April 2020</i></p> <p><i>July 2020</i></p> <p><i>October 2020</i></p>	

*ST: short-term (up to 6 months to complete)

*LT: long-term (one year or more to complete)

Goal	ST – LT*	Action	Timeline	Progress
Implement Student PINS to Release Advising Registration Holds	LT	<ul style="list-style-type: none"> • Establish a protocol and process for PINS • Automate PINS for release of registration holds • Establish Advisor workflow for PINS • Communicate/market to students 	<p>October 2020</p> <p>November 2020</p> <p>November 2020</p> <p>November 2020</p>	
Create a College-Wide MySuccess Communication and Training Plan	ST	<ul style="list-style-type: none"> • Develop a communication and training plan for all MySuccess stakeholders <ul style="list-style-type: none"> ○ Advisors/Success Network members ○ Administrators/Dept. Admin Assistants ○ Staff ○ Faculty ○ Students • Develop a MySuccess Advisor Guide that establishes expectations and workflows for all flags raised in MySuccess • Provide Advisor training on the Advisor Guide • Establish multi-department user group meetings to exchange best practices for MySuccess utilization <ul style="list-style-type: none"> ○ Academic Advising ○ Career Services ○ ODMA ○ Veterans ○ STEM ○ Faculty ○ Other departments as identified • Identify key staff members to attend the Hobson’s Summer Institute 	<p>February 2020</p> <p>January 2020 / Ongoing Revisions</p> <p>February 2020</p> <p>Ongoing</p> <p>July 2020</p>	

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<i>Incrementally Increase Faculty Participation in MySuccess to 40% Within 3 Years (currently at 17%)</i>	<i>LT</i>	<ul style="list-style-type: none"> • <i>Implement faculty campaigns to encourage early alert flags</i> <ul style="list-style-type: none"> ○ <i>First week progress</i> ○ <i>Midterm progress</i> ○ <i>Kudos</i> ○ <i>Others as identified</i> • <i>Explore the possibility of establishing faculty mentors</i> 	<p><i>Ongoing</i></p> <p><i>TBD</i></p>	
<i>Develop an Assessment Plan for MySuccess to Evaluate Student Success Metrics</i>	<i>LT</i>	<ul style="list-style-type: none"> • <i>Work with Data Science & Analytics to establish a MySuccess assessment plan</i> • <i>Explore and implement the use of Student Success Scores predictive analytics</i> 	<p><i>March 2020</i></p> <p><i>April 2020</i></p>	

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