Team C: Student Success Highlights and the Plan in Action

Team C is led by Mark Hudgik, director of Admissions and Andrew Fletcher, director of the Center for Academic Program Support (CAPS). The team has identified three Year 1 Action Items:

1. **Action 2.1.1**: Connect to community based organizations to help students remove barriers to educational and career opportunities (e.g., homelessness, food insecurity, mental health, addiction, childcare, transportation, etc.) as informed by the Student Experience Workshop and other non-cognitive assessments.

2. **Action 2.1.2**: Implement a team-based case management approach to onboarding new students that responds to learner needs throughout the student lifecycle.

3. **Action 4.1.2**: Use mobile application to enhance student experience.

Team C is making good progress on **Action 2.1.1** where they have identified tasks for team members that will raise campus-wide awareness of student needs and identify existing resources that help students address housing and food insecurity barriers. In addition to housing and food insecurity, they are exploring childcare issues and mental health support. To assist in documenting student need, the college is participating in the HOPE Center survey in October and the CCSSE Survey in spring 2020.

With regard to **Action 2.1.2**, the team reviewed a summary of results from “pre-mortem” exercises that were conducted around the concept of team-based case management. The result has been a shift in the scope of the activity to focus on the student experience from...
application through enrollment. By the end of fall 2019, Team C will develop a concept paper that proposes a new model of onboarding for HCC students. To draft this proposal the team will continue to review current programs in the MA community college system, distill research on best practices and national models, analyze literature, and utilize resources such as the National Resource Center for First Year Experience. The team will also partner with the Center for Excellence to conduct internal sharing and feedback sessions for faculty, staff, and students during the week of November 18.

A successful kickoff for the mobile app (Action 4.1.2) took place on September 27, with the vendor, Unifyed. The project timeline includes marketing, testing and training from January – March. The app will go live in March in time for open registration. Team C has assigned tasks and sub-groups for the Action Items and team members will use meeting times to work on their assigned tasks. Team C will have regular team-wide status review of action items as the semester continues.

The Plan in Action: Addressing Problems of our own Creation

The Cabinet and Cabinet+ have met several times this semester to talk about declining enrollment and retention. They have had earnest discussions about practices and policies that create barriers for our students. These barriers can often be problems of our own creation. The outcome was a list of creative ideas that will increase enrollment by making it easier for students to achieve their academic and career goals. The ideas or “change makers” were considered according to the following criteria:

- Problem Statement
- Solution
- Responsible Parties
- Strategic Plan Team Alignment
- Impact - Cost Analysis & Return on Investment

**Generate revenue through intersession and summer sessions**: Champions: Mark Hudgik, JoAnne Rome

- Simplify guest student application process
- Market to students seeking additional credits/classes
- Implement this November for 2019 Wintersession

**Scheduling Improvements**: Kris Ricker Choleva and Team B

- Standardized class schedule
- Create full year schedule

**Eliminate Drop for Non-Payment**: Karen Derouin, Christine Holbrook

- Students will not be dropped for non-payment during semester
- Students must follow a payment plan
- Students cannot register for next term unless they paid tuition balance

The HCC community has been invited to town hall meetings to learn more about these change makers. The first town hall was held in the Center for Excellence on Wednesday, October 9, from 9 – 10 a.m. The second town hall is scheduled for Monday, October 21, from 1 – 2 p.m. in the Center for Excellence, FR 265. All are welcome and encouraged to provide their own change maker ideas.
Stay tuned for more highlights from our dedicated Strategic Plan teams and the HCC community. Together we are putting the Strategic Plan in action.

Kind regards,
K.C.

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