

To: Executive Staff
From: Strategic Planning Council
Date: April 26, 2017
Subject: Student Support Center (formerly Learning Center) Review

Commendations:

- The name change to Student Support Center (SSC) better defines the role and mission of this department, which provides a wide variety of personal and academic services to promote student success.
- The mission and goals of the SSC directly support all three goals of the Strategic Plan. The SSC goals seek to improve access to higher education for *all* student populations, center on empowering students to create their own definitions of success, and SSC staff sponsor and/or lead a variety of student activities that increase the diversity of our educational opportunities.
- Despite recent staff turnover, the SSC has made many improvements including:
 - Simplified placement and registration process for students; Paperless registration, schedule changes, and applications for Admissions and Running Start
 - Piloted an Early Alert system for a select group of students based on research findings
 - Refined “First Semester” email process
 - Outreach to students not admitted to FVCC’s competitive Health Science and Nursing programs
 - Offered 3 Advising Huddles/semester to highlight FVCC programs and curriculum updates
 - Transferred information to our new career platform, and trained staff and students
 - Created on-campus, small scale, job programming to include on-campus interviews, industry specific events, and/or professional speakers for CTE programs.
 - Revised IDS120: Academic Communication Skills
 - Provided QPR training for SSC and Housing staff
 - Implemented a system of testing fees and payment for non-student testers
 - Provided proctoring for the Chemistry Placement test
 - Offered two transfer trips/year to UM and MSU
 - Expanded the TRIO Mentor program to 5+ Mentors
 - Created a mini-Pow Wow with the MAIS Scholars and establish the Pow Wow as TRIO’s fall cultural event
 - Increased student contact in the Math and Science labs, specifically targeting the crucial prerequisite courses
 - Increased faculty participation in the Math/Science Tutoring Lab
 - Coordinated with TRIO Tutor Coordinator on development of Supplemental Instruction Groups

Recommendations:

- The Strategic Planning Council supports the following long-term projects and campus-wide initiatives.
 - Improved placement process for new students and online proctoring services
 - First-year experience website
 - Functional Early Alert system and intervention timeline
 - Flagging system for students of concern and work with campus partners to better track and communicate with flagged students:
 - Provide QPR training for the entire campus
 - Purchase HIPAA compliant software for our Mental Health Counselor and Disability Services Coordinator

- Create annual (or every semester) Mini-Career Fairs/Career Events for each division, starting with CTE program areas
- Provide comprehensive testing services and the variety of tests available at the Testing Centers at Montana universities.
- Apply and be awarded the TRIO SSS grant in 2020
- Grow a First Generation Scholars program within TRIO
- Grow the Montana American Indian Scholars program

- The Strategic Planning Council recognizes the need for the following
 - A new Student Information System would help solve the registration issues and eliminate paper registration. The current database to track students and take notes is not functioning correctly, nor can we share the advising notes across campus.
 - A private printer and fax/scanner machine to ensure HIPAA compliance and privacy of students' disability records. Currently, the entire SSC staff shares the fax machine.
 - Better filing system for the personal files for all students who received disability services from FVCC. These are currently in file cabinets and take up considerable space.
 - New signs for the Student Support Center and the First Gen Den.
 - New paint on the accent wall, as well as paint on the areas patched.
 - The furniture in the reception area needs replacement and new light fixtures to reduce the use of overhead lighting.
 - Increased space for the TRIO student area to better accommodate the 350+ students TRIO serves.
 - The Math & Science Lab is in need of updated computers and more computer stations.
 - In the long term, both the Foundational Math Center and the Math & Science Lab will need more space, and more importantly, at least one more Instructional Specialist. An Instructional Specialist capable of working in both the Foundational Math Center and the Math & Science Tutoring Lab would be an ideal first step toward solving the staffing needs of both the lab and the FMC.