

Division of Student Affairs

Goals

Admissions

Goal #1: Broaden the admissions focus to include all credit enrollment rather than just applicants into degree programs.

Goal #2: Utilize software (EX and NAVIANCE) along with internally generated postcard and promotional materials to reach out to matriculated and non-matriculated constituents. These constituents may be traditional high school and adult education partners as well as employers, dual enrollment conversions and other sources of credit enrollment.

Goal #3: Update the annual timeline for on-campus and off-campus events to match up with the needs of our community partners. This template will allow YCCC to maximize credit enrollment and visibility in the community.

Goal #4: Increase outreach to business and industry in York County who offer tuition assistance encouraging them to register for classes at YCCC.

Goal #5: Host annual guidance counselor breakfast to increase the connection between high schools and YCCC. Host a series of Open House and other admissions related events throughout the recruiting season.

Career and Transfer Services

Goal #1: Campus assessment of online career and transfer resources – Spring 2018. There are many pages on the MyYCCC portal but no longer an outside vendor online career and transfer exploration program for students. Before spending ~\$1,200 a year on such a service, it is necessary to find out from students, faculty, and advisors how large of an unmet need exists.

Goal #2: Update all MyYCCC portal pages related to career and transfer by summer 2018.

Goal #3: Pilot a Career Checklist/Readiness Action List (name TBD) students can fulfill in order to meet a professional readiness competencies by fall 2018. The Learning Center is interested in partnering.

Goal #4: Continue to advocate for faculty and/or student organization partnership with career and transfer offerings to reach students. Students rarely attend office events without it. Success of the Career Readiness Workshops this fall with BHS/Psychology Club, Resume Workshop at Sanford location, 1st Annual Art & Design Transfer Day with Mike Lee and David Susman were all wonderful examples from this fall.

Goal #5: Explore ways to track where students go when they leave beyond the Graduating Student Exit Survey.

Counseling and Wellness

Goal #1: Expand Access to Counseling & Wellness Services for Students

- Increase the numbers of students seen in Counseling and Wellness Services by 10% a year.
- Implement an ongoing intern program.
- Continue to present Counseling and Wellness Services at YCCC yearly orientation program and add summer session orientation.
- Update Counseling and Wellness website on a yearly basis.
- Advertise Counseling and Wellness Services on YCCC websites, in targeted emails and bulletin boards.
- Obtain funding for the National *Student Health 101* online program to provide online student health & wellness programming to the YCCC community.

Goal #2: Support Emotional & Academic Success

- Teach coping strategies such that students will be able to identify two self-care skills they have learned after three sessions.
 - At the end of 3 sessions have student rate success of sessions.
 - Track student satisfaction with Counseling Services.
- Expand Counseling and Wellness services to provide support groups, targeted wellness activities, and out-reach for non-traditional services.
 - Track the number of students/staff participating in those activities.
- Offer wellness activities and health information to students, staff and faculty via email, workshops, lobby activities and website and bulletin boards.
 - Track the numbers of students engaged, numbers of emails sent, number of website visitors.
- Consult with staff and faculty on student needs and challenges.
 - Track numbers of consultations per year.

Goal #3: Maximize Safety

- Provide behavioral health resources on suicide prevention, substance abuse prevention and sexual assault prevention via campus website, table-lobby activities, orientation, emails and trainings.
- Provide one faculty training a year on behavioral concerns of students or specific student populations in the classroom.
 - Number of students, faculty, staff trained to respond to distressed students.
- Partner with peer mentor program to promote peer support.
 - Number of students trained in mental health topical issues.
- Continue to participate in ASSIST committee to provide safety recommendations.

Goal #4: Foster Collaboration and Innovation

- Continue to expand the relationship with campus organizations and clubs and seek additional internal and external collaborative academic partnerships.
 - Develop behavioral health collaboration with student activities director.
 - Attend regional- wide meetings of Maine College Counseling Service Directors.
 - Participate in one York County Health Forum a year representing YCCC.
 - Document and disseminate quantitative and qualitative evidence of the impact of clinical services and any outreach programs by maintain statistical data base on volume, no shows, # of staff /faculty consultations.

Enrollment Services

Goal #1: Work closely with IR to provide program sheets to department chairs regarding course scheduling and graduation tracking. Provide reports on students who opt to take courses elsewhere and why so that we can evaluate if pre-req and courses need to be adjusted in order to keep our students here.

Goal #2: Increase the level of access that faculty and staff advisors have to student information to allow for holistic advising.

Goal #3: Train the Enrollment Service staff on Jenazbar EX communication management system to allow us to automate messages and notices to students. This will not only free up resources, but could allow for more proactive outreach for things like Immunization holds and deadlines. Provide cross training in the office of Student Affairs and Continuing Education so that we are able to provide one stop shop customer service to students.

Goal#4: Work with staff and faculty advisors to come up with new and creative enrollment events to try to increase retention from Fall to Spring.

Goal #5: Work with Dual Enrollment, Marketing and Academic affairs to brainstorm ways to convert concurrent enrollment students into degree seeking students (or at least non-matriculated students in non-standard terms).

Financial Aid

Goal #1: Explore Options For Assisting Students With Childcare Obstacles

The Financial Aid Office (FAO) will continue to advocate for increased funding with Vice President (for Perkins Childcare Funds), and MCCC (for Rural Childcare funds) to help offset the cost associated child care;

FUNDING/STUDENTS Served History:

FY18 Perkins Funding \$3,000.00 Served to date: 1

FY18 Rural Chld. Care Funding	\$32,550.00	Served to date: 10
FY17 Perkins Funding	\$5,000.00	Served: 6
FY17 Rural Chld. Care Funding	\$32,550.00	Served: 11
FY16 Perkins Funding	\$5,000.00	Served 4
FY16 Rural Chld. Care Funding	\$32,550.00	Served 10

Goal #2: Develop an integrated community feedback system to advocate for Veteran’s support

The Veteran’s Representative (from the FAO), along with members from our military Veteran’s student population, will work with the YCCC leadership, and facilities representatives to someday create a physical space for Veteran activities on campus. The MCCS continues to advocate for increased Veteran support on individual campuses including physical space, group organizations, etc.

VETERAN REPRESENTATION ON CAMPUS: YCCC serves 40-60 students who receive Veteran’s Benefits annually. The total number of students who are Veterans is unknown as the College does not track that information.

Goal #3: Explore procedural and technological options to allow students more flexibility with accessing resources.

The FAO will work closely with the Dean of Students, Dean of Finance, and the Business Office personnel to ensure flexibility is maximized when utilizing federal Title IV funds in order for students to access book vouchers as a result of receiving a Title IV financial aid credit balance, and other financial aid resources.

BOOK VOUCHERS ISSUED: From a historical perspective, the Business Office issued 829 book vouchers to student for Spring 2017, 108 Summer 2017 vouchers, and 868 book vouchers to students for Fall 2017 from our on-campus book store. For online learners who can’t make it to campus, and are eligible for a voucher, the student contacts the Business Office, the student must verify identity, then a voucher is issued, and books are mailed to the student.

Goal #4: Conduct regular process and initiative assessment at the College

The FAO’s programs and processes are regularly assessed and evaluated through a process called the A-166 Audit, essentially conducted every other year by an independent auditing firm, in conjunction with the MCCS. The FOA’s policies and procedures are viewed, and the administration of its programs are vigorously tested to ensure compliance of related federal, state, and institutional regulations.

RECENT AUDIT: A recent audit of our 1617 programs was conducted with no apparent audit findings noted and reported to the federal government.

Goal #5: Centralize professional development funding

The FAO budgets dollars annually towards membership of state, regional, and national financial aid associations, which allows us access to many free webinars. In the upcoming year, the FAO will advocate for institutional funding, along with other sources of funding, to send the Assistant Director to the

Financial Aid Institute. This is important training for financial aid professionals because of the complexity surrounding Title IV financial aid administration.

PAST INVOLVEMENT: The College has in the past sent its FA professionals to the Institute. The College did receive additional funding support through the Maine Association of Financial Aid Administrators to help offset the cost.

Retention

Goal #1: Retention Director/New Student Advisor will meet with all new and transfer students requesting disability services information.

Goal #2: Work closely with financial aid during the beginning of each new semester so that students are dropping courses before the end of Add/Drop who have not made financial payment arrangements

Goal #3: Continue to ensure that all faculty are aware of the Beacon Referral process and the importance of early intervention for student persistence and success. Faculty will continue to receive Beacon Information and reporting process. All faculty will be given add/drop and withdrawal information by first day of the semester.

Goal #4: Continue to develop on campus and community resource network and referral process for students. Coordinate with all SA staff/programs. Collaborate with Business & Continuing Ed in joint retention/student persistence efforts.

Goal # 5: Connect with Beaconed students on a regular basis via texting program. Initiative will enhance student connections which leads to student persistence and student success

Safety and Security

Goal #1: Promote awareness of safety procedures for faculty/staff and students. Send monthly emails, host educational programming/training events, participate in orientation programs. Provide safety trainings for faculty, staff and students. Update portal page.

Goal #2: Update ERT procedures. Increase variety of tabletop exercises. Strengthen partnership with local law enforcement.

Student Affairs

Goal #1: Coordinate New Student Orientations for new and transfer students. Work with NSO team to develop online orientation programs for both online only students and on campus students that meet the academic and personal needs of students to support college connections.

Goal #2: Use AtD principles to improve delivery of services. Continue to build/facilitate stronger collaboration within student affairs to ensure student support and success. Hold bi-weekly new student advisory meetings to ensure all new and transfer students receive similar information during appointments. Evaluate services.

Goal #3: Implement Retention Software program. Pilot retention software Spring/Summer 2018. Full implementation Fall 2018. Promote value to faculty and staff.

Goal #4: Complete performance reviews for student affairs staff.

Goal #5: Increase involvement opportunities and awareness of clubs/organizations for YCCC students. Coordinator will promote involvement events and send out weekly reminders of on campus activities. Revise club start up and advisor expectations packet and develop leadership workshops for club officers to attend.