

HOLISTIC STUDENT SUPPORT

Collaborate with students both in and out of the classroom to understand and respond to their needs and goals

Strategic Indicators Winter 2024 Update

SEM Stars (Holistic Student Support/SEM Plan Oversight Team): Due to the ice storm and then the cybersecurity incident, the one session we had planned for the tactical leads this term was canceled. An email will be sent to the leads by the end of winter term, requesting they update their progress in our SEM Tactic Tracking document.

The SEM Stars were able to hold their quarterly meeting and accomplished several items:

1. Created definitions for status tracking (e.g. completed, ongoing, etc.) terminology
2. Reviewed all 2024-25 and 2025-26 tactics for relevancy. Several items were removed and/or will be assigned to the Student Support Council for further exploration.
3. Developed a tentative transition plan as we move to the new Shared Governance model.

Details of SEM Tactics can be found [here](#).

Total FTE and Headcount are increased



2022-2024 Tactics	Completed	On Track	Progress Made; Assistance Needed	At Risk
11	5	6	0	0

Sample Indicator: (Tactic 1.2.2) Assess Course and Student Services Modality Preferences.

Narrative: This team surveyed all departments to assess how decisions around modality (online, in-person, hybrid or remote) were being made. The team reviewed those results and will provide recommendations in spring term.

CCC Employees confidently and consistently connect students to the services they need



2022-2024 Tactics	Completed	On Track	Progress Made; Assistance Needed	At Risk
6	2	4	0	0

Sample Indicator: (Tactic 3.1.3) Implement activities to prevent dropping out of CCC: Review data of current reasons students are dropping (from the beginning of week 3 through the end of week 8).

Narrative: This team is looking to develop a mechanism that asks students to indicate their reason for needing to drop a course and then identifying a system that would prevent a student from completely dropping out (if this is deemed as something we want to do). The team will build intervention strategies based on the reasons students indicate for dropping.

Students' ease of access to services is improved



2022-2024 Tactics	Completed	On Track	Progress Made; Assistance Needed	At Risk
12	5	7	0	0

Sample Indicator: (Tactic 3.1.10) Explore creation of services for student-parents/guardians with child care challenges.

Narrative: The CCC/YMCA Free Drop-In Child Care Center officially opened and is currently meeting the needs of several student-parents/guardians.

Students' sense of belonging and connectedness to CCC is increased



2022-2024 Tactics	Completed	On Track	Progress Made; Assistance Needed	At Risk
3	2	1	0	0

Sample Indicator: (Tactic 4.1.6) Milestone: Explore survey questions from various departments to better streamline one intake application.

Narrative: This team enhanced the intake process that has led to a significantly updated admission application and student update form. These forms allow us to identify additional resources needed based on student population (e.g. gender, program of study, student-parents), better understand why students are attending CCC, and place students into the appropriate Educational Focus Area. All of this data collection allows us to create personalized communication and support to our students.


On Track


**Progress Made,
Assistance Needed**


At Risk