WCET’s Leadership Summit will help you answer the big questions about innovation and leadership in higher ed.

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Aligning Investments to Support Core Functions

• Rhonda Blackburn, Vice President and Chief Academic Officer, LoudCloud Systems
• Stefanie Crouse, Assistant Professor/Academic Advisor, Student Success Center, Montgomery County Community College
• Paul Thayer, recently retired Vice President for Student Success, Colorado State University
Aiming at Long-Term, Sustainable Impact
Aiming at Sustained Institutional Change

Impact on Students vs. Impact on the Institution

Impact on Students

Low

High

Impact on the Institution

Low

High

Strategy C

Strategy B

Strategy D
Impact on Students
Impact on the Institution

Example: Academic Support

Supplemental Instruction
Comprehensive Learning Center:
Faculty: Teaching Improvement; Students: Experiential learning, learning enrichment, tutoring, supplemental instruction, etc.
Impact on Students vs. Impact on the Institution

Example: Technology in Service to Academic Guidance

- **AIMING AT SUSTAINED INSTITUTIONAL CHANGE**
  - **High**
  - **Low**
  - **Unified Vision connected to Student Success; institution-wide involvement**
  - **Multiple Tools addressing multiple dimensions**
Example for Online Student Success

• Started as Equivalent Services
• Determine difference between services for on-ground and online
• Identified what needed to be added or revamped
• Were there some services that weren’t working and maybe needed removed
Focus

- All students
  - On-ground
  - Online
- Early in academic career
Student Support Checklist

- Academic Services
- Student Life
- Student Engagement
- On-boarding Services
- Research, Community, and Learning Services
- Learning Analytics
- Computer Services
- Special Needs Services
- Ethical Services
- Book and Technology Store
Inventory:
What and Who are equally important

• Montgomery County Community College
  • Suburban, multi-campus community college serving over 10,000 students
  • Over 20 advisors

• Task: Redesign advising
SSIPP

**Sustained**
Ongoing support rather than an “inoculation” approach

**Strategic**
Differentiated services to maximize capacity

**Integrated**
Services are not viewed as stand-alone interventions.

**Proactive**
Services are an integral part of all students’ experiences.

**Personalized**
Students receive the support they need when they need it, from an individual who knows them well.
Using the framework to document current practice...

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<thead>
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<th>Outreach messages to students....</th>
<th>Checklist</th>
<th>Current Application</th>
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... and identify **areas for development**

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Importance of having the right people around the table
Contact information

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