

CHC Effective Student Engagement (Effective Strategies)

Student Services Discussion

CHC Strategic Directions	Department Dialogue in Categories	EMP Goals
Student Access and Success	Service Delivery Friendlier atmosphere (e.g. in Counseling, all students are warmly greeted) Pay attention to the whole student Reduced wait time Extended service hours Adaptability; adding new services to meet emerging needs Accurate information is being given, referrals are being made appropriately. Accessibility of Services /commitment Staff ask the right questions to identify students' needs, provide individual service	1.1 Support, guide, and empower every student to achieve his or her goals. 1.2 Deliver and ensure access to programs, services, and support that meets students' needs.
	Policies Flexibility with rules and regulations when possible	6.2 Establish and document effective, efficient, and consistent organizational structures and processes.
	Technology Use social media to reach students Effective use of technology	8.3 Maximize resource capacity related to facilities, technology, and other infrastructure.
Inclusiveness	Marketing Use of fliers to inform the campus CHC Website Student Support Services Answer Centers Department Communication Inter-department communication is effective	1.1 Support, guide, and empower every student to achieve his or her goals. 1.2 Deliver and ensure access to programs, services, and support that meets students' needs.
Best Practices for Teaching and Learning	Technology Innovation is encouraged (particularly the use of technology)	8.3 Maximize resource capacity related to facilities, technology, and other infrastructure.
	Student Support Services Empowerment of the student, e.g. Left Lane, NSA, Orientation Early intervention is provided for students at risk of academic failure	1.1 Support, guide, and empower every student to achieve his or her goals.

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Effective, Efficient, and Transparent Processes	Service Delivery Implementing ideas earlier	1.2 Deliver and ensure access to programs, services, and support that meets students' needs.
	Research and Planning Using research to guide planning	6.1 Implement and integrate planning processes and decision-making that are (collaborative, transparent, evidence-based, effective, and efficient.)
Effective Resource Use and Development	Service Delivery Student Services does a good job with few resources	1.2 Deliver and ensure access to programs, services, and support that meets students' needs.

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Instruction Services Discussion

CHC Strategic Directions	Department Dialogue in Categories	EMP Goals
Student Access and Success	Student Support Services Transfer Center Financial Aid Counseling	1.1 Support, guide, and empower every student to achieve his or her goals. 1.2 Deliver and ensure access to programs, services, and support that meets students' needs.
Best Practices for Teaching and Learning	Sudent Support Services Tutoring Center Transfer Center Early Alert	1.1 Support, guide, and empower every student to achieve his or her goals.

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Administration Services Discussion

CHC Strategic Directions	Department Dialogue in Categories	EMP Goals
Student Access and Success	Student Support Services Tutoring	1.1 Support, guide, and empower every student to achieve his or her goals.
Community Value	Service Delivery Direct them to where they can get the right information	1.2 Deliver and ensure access to programs, services, and support that meets students' needs.
	Diversity We have a diverse group of people from different parts of the country	2.1 Seek, welcome, and respect diversity, and promote inclusiveness.

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President's Area Discussion

CHC Strategic Directions	Department Dialogue in Categories	EMP Goals
Student Access and Success	Student Support Services Honors Program Transfer Center Services Services in the classroom Transfer Advocates Assigning a counselor College Hour	1.1 Support, guide, and empower every student to achieve his or her goals. 1.2 Deliver and ensure access to programs, services, and support that meets students' needs.
	Student Achievement Programs Learning Communities Supplemental Instruction	
	Technology Use of Social Media: Facebook & Twitter	
	Student Outreach Programs SOA ³ R UP	
Inclusiveness	Student Support Services Clubs Great student life Roadrunner Rally Answer Centers Empower students	1.1 Support, guide, and empower every student to achieve his or her goals. 1.2 Deliver and ensure access to programs, services, and support that meets students' needs.
	Student Inclusion Inclusive of students in committees	
Effective, Efficient, and Transparent Processes	Research and Planning Effective use of data	6.1 Implement and integrate planning processes and decision-making that are (collaborative, transparent, evidence-based, effective, and efficient.)