

# CHC Effective Student Engagement (Improvement Suggestions)

## Student Services Discussion

CHC Strategic Directions	Department Dialogue in Categories	EMP Goals
<b>Student Access and Success</b>	<b>Expand Use of Technology</b> Improved Phone System  Expand use of technology to streamline processes, e.g. E-Advising  Hangout space for students Improved Wi-Fi	<b>8.3 Maximize resource capacity related to facilities, technology, and other infrastructure.</b>
	<b>Expand/Establish Services and Programs</b> Work with Instructors to integrate services with courses Improve services to part-time students. Expand SOAR	<b>1.1 Support, guide, and empower every student to achieve his or her goals.</b> <b>1.2 Deliver and ensure access to programs, services, and support that meets students' needs.</b> <b>3.1 Achieve college-wide excellence in teaching and learning through best-practices and ongoing reflection, assessment, and improvement.</b> <b>5.1 Enhance the College's value to the community.</b>
	<b>Improve Services to Students</b> Increase outreach to historically underrepresented populations	
	<b>Improve Campus Environment</b> Increase hours of operation More space Better signage	
	<b>Reduce Bureaucratic Processes</b>  Reduce layers of bureaucracy—stop giving students the run-around	
	<b>Foster Employee Involvement</b> Expand the role of classified staff and non-instructional faculty	
<b>Inclusiveness</b>	<b>Improve Services to Students</b>  Make part-time students feel important	<b>1.1 Support, guide, and empower every student to achieve his or her goals.</b> <b>1.2 Deliver and ensure access to programs, services, and support that meets students' needs.</b>

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<b>Best Practices for Teaching and Learning</b>	<b>Expand Student Engagement</b> Increase the incidence of students helping students (e.g. Answer Centers, New Student Advisement, Registration support, etc.) Build career ladders into the Student Education Plan	<b>1.1 Support, guide, and empower every student to achieve his or her goals.</b> <b>1.2 Deliver and ensure access to programs, services, and support that meets students' needs.</b>
	<b>Increase activities beyond the classroom</b> Provide educational opportunities beyond the classroom, e.g. community service, career placement, internship opportunities	
<b>Community Value</b>	<b>Build community</b> Better outreach to the community	<b>2.1 Seek, welcome, and respect diversity, and promote inclusiveness.</b> <b>5.1 Enhance the college's value to the community.</b>
<b>Effective, Efficient, and Transparent Processes</b>	<b>Continuous assessment of service delivery</b> Student Services needs to continuously evaluate the way services are delivered	<b>1.2 Deliver and ensure access to programs, services, and support that meets students' needs. 6.1 Implement and integrate planning processes and decision-making that are (collaborative, transparent, evidence-based, effective, and efficient.)</b>
<b>Organizational Development</b>	<b>Expand Use of Technology</b> Increase IT Services	<b>8.3 Maximize resource capacity related to facilities, technology, and other infrastructure.</b>
	<b>Improve Student Mentoring</b> Develop a Mentoring program (faculty/student)	<b>1.1 Support, guide, and empower every student to achieve his or her goals.</b> <b>1.2 Deliver and ensure access to programs, services, and support that meets students' needs.</b>
	<b>Increase Professional Development</b> Ongoing training of SS staff and faculty (procedural, technical, professional)	<b>7.1 Optimize the organization's human resource capacity.</b>
	<b>Hire More Staff</b> More counseling faculty and staff are needed to implement the SS Act	

# CHC Effective Student Engagement (Improvement Suggestions)

## Instruction Services Discussion

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Student Access and Success	<b>Encourage Collaboration</b> Group work/how to work collaboratively Study Groups Collaborative research projects (required for selecting a major and university appropriate to student interests, etc. that also require interaction of college resources)	<b>1.1 Support, guide, and empower every student to achieve his or her goals.</b> <b>1.2 Deliver and ensure access to programs, services, and support that meets students' needs. 5.1 Enhance the college's value to the community.</b>
	<b>Develop a Professional Atmosphere</b> Inviting, professional atmosphere – FFF Speakers/Experts/Professional experience Help Define the aspects of success – ability to focus	
	<b>Expand Student Engagement</b> Student mentoring via “experienced” student – via TIC Club What is the student perception of “Engagement” vs. the list of the handout? Project-based learning Anticipate Building knowledge Consolidation/critical thinking Be Comfortable Begin with why? We are looking at X (this topic)	
	<b>Build Community</b> Activities that promote investment in campus culture	
	<b>Expand Use of Technology</b> Use tablet technology in class (and outside) sometimes Social Media	<b>8.3 Maximize resource capacity related to facilities, technology, and other infrastructure.</b>
	<b>Encourage Academic Ingenuity</b> Curricular Choice (students can choose) from a “menu” of assignments to earn class points toward total grade with love Additional participation points awarded from students who demonstrate (through class discussion) knowledge of assigned reading with love Anat./Phys. Breakfast study sessions with Prof. Truong with love	<b>1.2 Deliver and ensure access to programs, services, and support that meets students' needs.</b> <b>3.1 Achieve college-wide excellence in teaching and learning through best-practices and ongoing reflection, assessment, and improvement.</b>

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Student Access and Success	<p>Students get some ownership in the course (e.g. Shakespeare class)</p> <p>Cross-pollination between students and faculty</p> <p>Classroom Environment 1) cleanliness every day 2) technology that works 3) wall maps, color, decoration 4) physical set-up of</p> <p>Develop “Blurring the Line” between lecture/Lab, especially with Learning Community students</p> <p>Encourage students to synthesize course content with personal experiences with love</p> <p>Brining the classroom out of the classroom (virtually &amp; physically)</p>	<p><b>1.2 Deliver and ensure access to programs, services, and support that meets students' needs.</b></p> <p><b>3.1 Achieve college-wide excellence in teaching and learning through best-practices and ongoing reflection, assessment, and improvement.</b></p>
	<p><b>Encourage Respectful Environment</b></p> <p>No tolerance of distraction (e.g. texting, side conversation)</p> <p><b>Encourage Collaboration</b></p> <p>Group work, study group</p> <p><b>Increase Outreach to Students</b></p> <p>Public service announcements relevant to students</p> <p>Guest speaker to whom students can relate</p> <p>Encourage club formation - bring student club representatives to promote in class</p>	<p><b>1.2 Deliver and ensure access to programs, services, and support that meets students' needs.</b></p> <p><b>2.1 Seek, welcome, and respect diversity, and promote inclusiveness.</b></p>
Inclusiveness	<p><b>Encourage Academic Inguenuity</b></p> <p>Creative Group Projects, authentic assignments (e.g. poster, research, writing)</p> <p>Teach students time management skills</p> <p>Flipped classroom</p>	<p><b>1.2 Deliver and ensure access to programs, services, and support that meets students' needs.</b></p> <p><b>3.1 Achieve college-wide excellence in teaching and learning through best-practices and ongoing reflection, assessment, and improvement.</b></p>
	<p><b>Activities Beyond the Classroom</b></p> <p>Field Trips</p> <p>Competitions (within class and also outside)</p>	
	<p><b>Expand Use of Technology</b></p> <p>Engaging new technology</p>	<p><b>8.3 Maximize resource capacity related to facilities, technology, and other infrastructure.</b></p>

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<b>Best Practices for Teaching and Learning</b>	<p><b>Expand Use of Technology</b></p> <p>Using technology – phones, iPads, computers, apps, blackboard                      Use technology relevant to their lifestyle internet, Facebook, Twitter, Instagram                      Online homework/quizzes                      Social Media – specifically Facebook class account/group page                      Students created videos explaining, demonstrating, or recreating a concept</p>	<p><b>8.3 Maximize resource capacity related to facilities, technology, and other infrastructure.</b></p>
	<p><b>Activities Beyond the Classroom</b></p> <p>Outside activities                      Assignments to connect to community                      Find “Real World” applications/problems to work on in/or out of class                      In class/out activities – allotted time                      Off-campus field trips                      Outside activities for students</p>	<p><b>1.1 Support, guide, and empower every student to achieve his or her goals.</b></p> <p><b>1.2 Deliver and ensure access to programs, services, and support that meets students' needs.</b></p> <p><b>2.1 Seek, welcome, and respect diversity, and promote inclusiveness.</b></p> <p style="text-align: right;"><b>3.1 Achieve college-wide excellence in teaching and learning through best-practices and ongoing reflection, assessment, and improvement.</b></p>
	<p><b>Expand Mentoring/Coaching for Students</b></p> <p>Model – remind student of journey and goal – materials                      Student mentor service – use students from previous class to mentor students in current class                      Allowing for 1 on 1 time with the individual student                      Make sure as an instructor you take time to learn the student’s names - By doing so the students fear factor is decreased and they feel more a part of the group                      Encourage students to come to the office with issues Example – midterm evaluations, assignment results                      Taking responsibility for learning and teach with love                      Have students develop course related goals early and revisit them                      Coach non-participating students into answering questions and participating in class                      Inviting service and supportive department to speak in the classroom to students</p>	

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<b>Best Practices for Teaching and Learning</b>	Involve other programs and practices (i.e. transfer center, early alert) to help those flailing (interconnectedness)  Find Problems for their interests – shopping, games, recreation “Study Breaks” in the tutoring center Connection and teach life skills Identify a common bond Know students name Find opportunities for LOVE Be available (office/house/email/blackboard) Personalization Internship Class information available 24/7	<b>1.1 Support, guide, and empower every student to achieve his or her goals.</b> <b>1.2 Deliver and ensure access to programs, services, and support that meets students' needs.</b> <b>2.1 Seek, welcome, and respect diversity, and promote inclusiveness.</b> <b>3.1 Achieve college-wide excellence in teaching and learning through best-practices and ongoing reflection, assessment, and improvement.</b>
	<b>Improve Tutoring Services</b> Encourage tutoring Participate in tutoring – Instructor Tutoring/SI Make time for tutoring – allowing for questions and answers	
	<b>Encourage Academic Ingenuity</b> Shorter duration courses/class size (smaller the better) Classroom/homework activities between subjects and departments Opening class/lab for study/informal meetings Read section to be covered and take notes: at the beginning of class vocabulary quiz given - Notes can be used Use lecture notes for pop quizzes Release your inner nerd! Use small white boards/or students in class to work on problems in class Class cohort (example 3, 5 week class consecutively) Help days/review days Discussion boards Daily activities to support engagement Open lab sessions	

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## Instruction Services Discussion

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Best Practices for Teaching and Learning	<b>Encourage Collaboration</b> Spend a block of class time having students get to know one another A/B pairs Have peer-to-peer support systems place on syllabus Encourage groups and team work Encourage Study Groups (facilitate not assign) Group work (in and outside of class) Develop presentation in groups of two that must be done outside of class Students exchange contact information during first class and as needed	<b>1.1 Support, guide, and empower every student to achieve his or her goals.</b> <b>1.2 Deliver and ensure access to programs, services, and support that meets students' needs.</b> <b>2.1 Seek, welcome, and respect diversity, and promote inclusiveness.</b> <b>3.1 Achieve college-wide excellence in teaching and learning through best-practices and ongoing reflection, assessment, and improvement.</b>
	<b>Continuous Evaluation</b> Plan, Implement, evaluate	<b>6.1 Implement and integrate planning processes and decision-making that are (collaborative, transparent, evidence-based, effective, and efficient.)</b>
	<b>Improve Campus Environment</b> Open gym Be open Social environment (café, food) Athletic teams/intervals Mud Rooms Events	<b>5.1 Enhance the College's value to the community.</b> <b>8.2 Seek, advocate for, and acquire additional resources.</b>
	<b>Improve Campus Safety</b> Safe environment	

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## Administration Services Discussion

CHC Strategic Directions	Department Dialogue in Categories	EMP Goals
Student Access and Success	<b>Expand Use of Technology</b> Repair classroom technologies Roll out “new/experimental” technologies to instructors for classroom use Projectors instrumental for class teaching with computers	<b>8.3 Maximize resource capacity related to facilities, technology, and other infrastructure.</b>
	<b>Reduce Bureaucratic Processes</b> Release holds so they can register	<b>1.2 Deliver and ensure access to programs, services, and support that meets students' needs.</b>
	<b>Encourage Professionalism</b> Connect with people better – don’t be shy around new people How you interact with individuals from completely different cultures  Always know that they come first, because they are paying students  Listen - guidance Provide direction	
	<b>Improve Campus Environment/Build Community</b> Provide a clean and safe environment Empty trash cans Clean and safe campus environment Frequent swim time Humble Humility Integrity Self-control Be nice, encouragement Clean image, feel informed Communicate Communication Be kind	<b>2.1 Seek, welcome, and respect diversity, and promote inclusiveness. 5.1 Enhance the college’s value to the community.</b>

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## Administration Services Discussion

CHC Strategic Directions	Department Dialogue in Categories	EMP Goals
<b>Organizational Development</b>	<b>Increase Professional Development</b> Train for job enrichment Job enrichment and cross training Job enrichment Job enrichment: copy machines/ and everything else with my job Would love to learn other computer applications	<b>2.1 Seek, welcome, and respect diversity, and promote inclusiveness. 5.1 Enhance the college's value to the community.</b>
	<b>Improve Campus Environment/Build Community</b> Pride in the Campus Time management and utilization Provide direction Clean (image, feel) Polite, welcome	
	Inform Communication; persistence Help with morale; positive attitude Dedication; integrity; trust Work together/help out Show appreciation Listen and provide guidance Communicate/considerate Responsible No redundancy Improve ability to share information Friendly, understanding Signage and Directions (parking, way finding) Maintain viable infrastructure Room limitations Maintain campus; maintenance Cross training Sub Pool	<b>2.1 Seek, welcome, and respect diversity, and promote inclusiveness. 5.1 Enhance the college's value to the community.</b>

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CHC Strategic Directions	Department Dialogue in Categories	EMP Goals
<b>Organizational Development</b>	<b>Improve Campus Safety</b> Make a safe environment Safety Security – Communication (radios) response Police communication	<b>2.1 Seek, welcome, and respect diversity, and promote inclusiveness.</b> <b>5.1 Enhance the college’s value to the community.</b>
	<b>Staff and Organizational Improvement</b> Responsibilities with purchases Improve Communication with staff Save more sick leave Organization within positions Management of staff Staffing – TS – need part time position	<b>7.1 Optimize the organization’s human resource capacity.</b> <b>7.2 Manage change proactively.</b>
<b>Effective Resource Use and Development</b>	<b>Improve Facility Availability</b> Make sure rooms are available Make sure have up to date information/room	<b>8.1 Maintain and use resources effectively.</b>

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## President's Area Discussion

CHC Strategic Directions	Department Dialogue in Categories	EMP Goals
Student Access and Success	<b>Expand Student Services</b> Expand SOA <sup>3</sup> R Grow veteran's services Improve counseling services Establish career center	<b>1.1 Support, guide, and empower every student to achieve his or her goals.</b> <b>1.2 Deliver and ensure access to programs, services, and support that meets students' needs.</b>
Inclusiveness	<b>Expand Student Engagement</b> Improve interaction with students (make them feel welcome) Include students in the conversation and listen to them Place events on a central calendar.	<b>2.1 Seek, welcome, and respect diversity, and promote inclusiveness.</b>
Effective, Efficient, and Transparent Processes	<b>Improve Research and Planning</b> Use data to make pragmatic decisions Enhance use of CCSSE Immediate access to data Continue to discuss how to use data Disaggregate data for specific programs and services Connect data: EMP, PPR Improve collection of data (cleaner data) Improve Individual Student Information	<b>6.1 Implement and integrate planning processes and decision-making that are (collaborative, transparent, evidence-based, effective, and efficient.)</b>
Organizational Development	<b>Imrpove Campus Environment</b> Better accountability Custom/personalized communication Better customer service	<b>2.1 Seek, welcome, and respect diversity, and promote inclusiveness. 5.1 Enhance the college's value to the community.</b>
	<b>Increase Professional Development</b> Professional development: -Transfer 101 -Leadership Development -Common Language of Student Success -Ed Plans	<b>7.1 Optimize the organization's human resource capacity.</b>

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## President's Area Discussion

CHC Strategic Directions	Department Dialogue in Categories	EMP Goals
Effective Resource Use and Development	<b>Expand Development Work</b> Internal & external giving (donations)	<b>8.2 Seek, advocate for, and acquire additional resources.</b> <b>5.1 Enhance the college's value to the community.</b>
	<b>Expand Alumni Network</b> Track and expand alumni network	