**SDAA feedback 7/12/17**

**Summer Drive-In Meeting, Dobson – Surry Community College (Enology/Viticulture Bldg.)**

Responses to the question, **“What are the most important 1-3 actions for the System as a whole to take to move us toward our aims for students?”**

(Verbatim responses on index cards; items numbered where individuals numbered their items)

Individual 1:

* Consistent messaging from the System Office, there have been times that no answer or differing answers are provided by reps at System Office.
* Some trainers need professional development on effective presentation techniques in order to improve quality of professional development.
* Minimized opportunities for trainings while colleges are experiencing turnover does not support colleges’ success.

Individual 2:

1. Work together on assessment outcomes for students. “Allowing Testing to have similar guidelines and policies for NCDAP.”
2. Continue to provide more training on how to work with special population students and their admission process.

Individual 3:

* Consistent support/training (detailed) for all areas. SME support.
* Consistent policies/procedures for all 58 colleges including but not limited to data entry and retrieval.
* Centralized reporting.

# 4:

1. Provide effective and efficient support to the colleges such as we had with SMEs, programming, etc.
2. Allow time after implementation of an initiative to evaluate data prior to initiating another. Ex. Multiple Measures & Developmental to high schools.

#5:

* Appropriate/consistent training for staff to be able to do job most effectively and efficiently. (SME Support!)
* Centralize reporting/information everywhere possible so that staff can focus on student interaction.

#6:

* Increased System level IT/Colleague support for individual community colleges.

#7:

1. Stop adding new initiatives – give us time to impelement, assess and improve prior to starting something new
2. Provide more broad base[] support to college for requirements that impact everyone – for ex—solutions for GE, etc.

#8:

* Adopt a new data system that is user friendly and provides more (and easier) ways to communicate with our students. Then provide thoughtful, engaging training for staff and faculty to implement the system locally.
* Help us w/ state-wide marketing to elevate the CC system in NC & educate the public re: what we do and how we support our communities & the state
* Provide models of key policies and procedures that have been vetted through legal staff – free speech – Title IX – Conduct – Admissions – Graduation

#9:

* Unified data management system and reporting/recording processes
* Technology tools that assist w/ Student Success initiatives – Aviso, Student Planning, Recruitment text messaging for example. – Allowing for price pointing when 58 are using not just a handful of schools.
* Succession training for the aging workforce for all members of the community college system.

#10:

* More training from the System Office on…
  + Student mental health and disabilities
  + Policies and procedures around student services and compliance
* Standardized reporting & processes, possibly transcripts, and other forms and documents that students typically would need.
* More training on ADA, Title IX, [Cley?] and Financial Aid compliance
* Training on Student Advising, Retention, etc.

#11:

* Overhaul branding/marketing of NCCCS as premier college experience for high flyers,[ soundbite] of the Apple, CTE, etc.
* Continue working through potential political & cultural barriers to benefit each subpopulation and the greater population of students, personnel, communities
* NCCCS to listen to & implement measures w/ true guidance [&] feedback from those on front lines. Example: a lot of the issues w/ RDS were voiced two years ago & didn’t get handled – now delays.

#12:

1. The System as a whole could help focus students on their “big picture” futures. Invest the time, efforts and resources needed to help gear students for success in the college world – from a mature adult (multitasking) standpoint as well as gear them for what comes after graduation.

#12:

1. Hire additional lobbyist for NC Legislature
2. Increase NCCCS advertising/branding efforts across NC
3. Continue efforts to decrease barriers for students by reviewing NCDA[?]/Dev ed courses – are they indicative of student success

#13:

* Organize a process for steps to admissions that takes the colleges through the initiatives. Exp. Gainful Employment, RDS, Online Applications.
* Make Marketing initiatives useful in high schools and in the communities to draw students.
* Help the small community colleges to keep up with new initiatives so that the students do not have issues in these processes.
* Bring back SME’s and Helpdesk.

#14:

* More state-wide marketing efforts to families in NC (erase stigma?)
* Statewide communication that is recommended for all students? For example, if Wifi unavailable, is system set up easily for texting in all areas/rural). How can we effectively communicate with high and low touch students?
* Application process streamlined so all students doing same thing to solve applications unfinished or in limbo [alt] RDS, etc.

#15: System Office

1. Support state-wide expectations for the 58 through policy creation and dissemination. Where was system-level support for Title IX compliance (yes, I know this is a fed. Expectation, but NCCCS should have offered resources for all 58 – materials, policy, training). Also ACA w/ employment – had little guidance support.
2. We need structure/support for those issues/requirements incumbent upon all 58. We don’t need the structure of NCCCS writing SLOs for courses, approving programs (if we proliferate, the marketplace will correct, local boards will correct).
3. Systemwide data dashboards, systemwide technological tools (if we care about retention, champion systems that all 58 can use – everyone has had to vet their own Early Alert Systems).

#16:  
 Implement resources to aid the colleges to meet the personal needs of the students that will impact retention in the long run.

#17:

1. Flexible standardization
2. Shared [knowledge] & communication
3. Re-brand NCCCS as #1 choice post-secondary education

#18:

* Common Course Catalog between Community Colleges & State Universities & Requiring Usage
* System Advertising to Show Rigor of Classes & Benefits of CC’s Statewide to Remove Stigma

#19:

* Provide/clarify expectations for serving our students
* Provide best practices for connecting w/ our students and retaining them until their goals are reached
* Provide more standardization w/ the 58!

#20:

1. Creat a statewide database of jobs for our students that is developed from a collective system of NC Businesses & Industries.
2. Then help track our student wages so we know how our students are doing.
3. [Third item or part of above, maybe item 1?] – agreement with the businesses ready to hire our graduates

#21:

1. Replace our information management system.
2. More course development in the VLC.

#22:   
Make processes simpler and comprehensive

#23:

1. System Office-level training for Admissions. There is so much turnover now at the great 58, we are losing valuable knowledge. More support for best practices w/ detail would be appreciated.
2. Cohesive polished marketing for the collective CCs.
3. The idea that flexibility has gone too far.We need support and structure for best practices. With less staff we need to work smarter.

#24:

Marketing to rebrand and remove stigma

#25:   
BETTER MORE USER FRIENDLY SIS – we need to know where our students are in the loss-momentum framework and a better way of communicating with them via our SIS/-self-service-

#26:   
More funding & resources

#27:

Someone needs to fight for better funding for community colleges.

Why is it that universities get more money when we help the same students with far less?

If we had more $ we could hire more staff, have more technology, and perhaps come out from under this negative stigma we talk about. That’s why we are not considered “real” schools – we don’t have resources for students like universities do.

#28:

Continue ERP process to provide opportunity for replacement for Colleague. --System that is not geared toward universities and does not need multiple customizations that are difficult to maintain.

#29:

* Additional funding for Student Services – personnel, technology, etc.
* Advocate for access to employment data – state & federal
* Develop pathways for students so they can seamlessly move between Curriculum Ed. & Con Ed, & keep/accrue credit in both areas

#30:

1. Take the time to fully listen and take into account all feedback regarding the RDS.
2. Implement strong, consistent marketing.
3. Find a way to address the absence of SME-related assistance.

#31:

1. Marketing on a state-wide level
2. Standardized policies
3. Better communication with [ground] level employees

#32:

1. Marketing and branding to reduce stigma
2. Legitimate support for financial aid community specifically which directly affects the FA Offices and directly [affects] the students’ ability to afford college [ie)] access

#33:

1. Standardize policies & processes that are universal for all colleges wherever possible.
2. Allocate resources to reinstate the SME’s
3. Invest in marketing for the CC’s at the system level

#34:

1. More standardization of admissions policies and processes
2. More training with topics such as Title IX, student conduct, ADA, etc. that are important for helping our students that currently require us to [search] regionally or nationally
3. Provide more best practices and manuals so that colleges can adopt to ensure we are compliant statewide with the big [finding] areas (FA, Title IX, etc.), but also create more consistency for a student experience from one college to another

#35: Strategies

* Create a System wide advertisement campaign
* Do community education training

#36:

1. More training on dealing with students from diverse backgrounds.
2. Technology to support students
3. Leadership preparation for underrepresented populations seeking to advance to the role of CC CEO

#37:

1. Give us back our SME (subject matter expert). We need that ‘go to” person when a problem comes up.
2. More uniform policies – less “local decisions” so that there is consistency among CC’s (ex: Gainful Employment)
3. Promote CC as “real college” not a last resort

#38:

Develop a sound and user friendly student data management system.

#39:

* Eliminate unnecessary obstacles for students when applying for college and completing admissions steps.
* Streamline policy & procedures statewide so students will know what they need to do going from one institution to another. Less confusion.

#40:

1. Help develop data collection for colleges – so that it is consistent. Some schools have stronger IT departments & resources.
2. Market Community Colleges – to improve the image & value – Help get rid—reduce the stigma of CC vs. 4 year education.
3. Assist with state wide training for students w/ RDS/ This will be a high obstacle for many students.

#41:

* Marketing
* The right ERP/Business Analytics
* Advocate for more funding

#42:

1. Systemwide branding
2. Systemwide use of Colleague, Self Serv. And Student Planning (tools) (This would assist with training new employees)
3. Continue to include students in the planning & feedback stages of the Strategic Plan.

#43:

* SYSTEM SPONSORED Software to address recruiting, retention, work flows, etc. “So many colleges use different systems or are left out.”
* Strategic Plan for initiatives w/ measurable outcomes (Multiple Measures, NCDAP, Dev. Re-Design, Residency, etc.) all at some [same?] time: unmeasurable global outcomes
* Introduce Regional SEM’s [SME’s?] that can work w/ colleges locally & report back needs to the system.

#44:

1. System resources provided for all community colleges that does not require additional add-ons to achieved the desired goals. For example, websites that are all the same and paid for with system resources. Self-service that does not require additional purchases.
2. Guidelines/procedures for Colleague process that are the same.
3. Policy reviews of local colleges by the system that identifies student access barriers.

#45:

* Guided pathways that match students’ initial goals when entering a community college, i.e.,   
  ENG 110 vs. ENG 111  
  COM 110 vs. COM 231  
  MAT 110 vs. MAT 171
* Promote the concept of incremental success so that students do not begin in programs for which they are not qualified and languish in pre-program courses.

#46 – Rowan-Cabarrus Community College Group! (decided to collaborate on their input)

1 to 3 Actions for System to Help Students

1. Re-think Residency: the current system is not student-friendly. Pilot colleges needed more training with system before implementing.
2. With regards to new ERP: A smooth and consistent implementation is essential. Some of us remember Datatel ☹
3. The SMEs are invaluable – instead of decreasing SME support, increase SME support.

*[Note: this exercise followed presentation by Anne Bacon with NCCCS (who gave limited examples of student input such as example of students raising issue of “stigma”) as well as an exercise in which all individually conducted a SWOT analysis via sticky notes. Individuals in this exercise, however, offered their input on index cards individually/anonymously other than the Rowan-Cabarrus group.]*