

Student Success Center Audiences

January 24, 2017

Audience	Desired actions	Priority in Year 1
College presidents	<ul style="list-style-type: none"> ■ Provide the overarching vision and urgency for reform. ■ Create a culture of change and of using evidence to make decisions. ■ Allocate resources—financial and time—to support institutional transformation. ■ Hold others accountable for their role in student success. ■ Work with the Center on change efforts and collaborative training with other colleges. Contact the Center for support and joint problem solving. 	High
Faculty who are champions of reform efforts	<ul style="list-style-type: none"> ■ Engage in a collaborative reform agenda. Identify barriers to change and bring them to the attention of those leading reform efforts. ■ Participate in institutional efforts to align and map programs of study. ■ Embrace new pedagogical methods that support improved learning. ■ Play an active role in supporting students. ■ Use data on programs/courses to determine your next steps. ■ Lead and/or participate in peer conversations about change. ■ For faculty leading change efforts: Work with the Center on change efforts and collaborative training with other colleges. Contact the Center for support and joint problem solving. 	High
Advisors and other student support staff who are champions of reform efforts (includes financial aid, enrollment, IR, staff, etc.)	<ul style="list-style-type: none"> ■ Engage in a collaborative reform agenda. Identify barriers to change and bring them to the attention of those leading reform efforts. ■ Support institutional efforts to redesign advising and other services with a focus on providing personalized, sustained support to students from entry to completion. ■ Participate in efforts to redesign programs of study and integrate student support into every student's college experience. ■ Embrace new technological solutions to augment traditional student services. ■ Embrace the use of data to determine next steps. ■ Lead and/or participate in peer conversations about change. ■ For staff leading change efforts: Work with the Center on change efforts and collaborative training with other colleges. Contact the Center for support and joint problem solving. 	High
Center Advisory Boards	<ul style="list-style-type: none"> ■ Provide strategic direction to the Center. ■ Serve as ambassadors of the Center on campuses and with stakeholder associations. ■ Connect the Center and colleges to community partners/resources. 	High
Host organizations (system offices and associations)	<ul style="list-style-type: none"> ■ Support Center staff in their effort to provide distinct services to colleges throughout the state. ■ Collaborate with Center staff to shape and implement a coherent strategy for increasing completion rates statewide. 	High
Funders	<ul style="list-style-type: none"> ■ Provide financial support to sustain the Center over time. 	High
Other senior administrators (beyond presidents)	<ul style="list-style-type: none"> ■ Visibly support the institutional vision for reform. ■ Set expectations for faculty/staff participation in change efforts. ■ Make sure faculty and staff have time to participate in change efforts. ■ Engage with the Center as needed. 	Medium/ High

Faculty who are not champions	<ul style="list-style-type: none"> ■ Engage in a collaborative reform agenda. ■ Support institutional efforts to align and map programs of study. Participate in such efforts when possible. ■ Embrace new pedagogical methods that support improved learning. ■ Play an active role in supporting students. ■ Use data on programs/courses to determine your next steps. ■ Participate in peer conversations about change. 	Medium
Advisors and student support staff who are not champions	<ul style="list-style-type: none"> ■ Engage in a collaborative reform agenda. ■ Support institutional efforts to redesign advising and other services. ■ Support efforts to redesign programs of study and integrate student support into every student's college experience. Participate in such efforts when possible. ■ Embrace new technological solutions to augment traditional student services. ■ Embrace the use of data to determine next steps. ■ Participate in peer conversations about change. 	Medium
Policymakers	<ul style="list-style-type: none"> ■ Create conditions and incentives to support institutional transformation and build equitable approaches to student success. Make policy changes recommended by colleges (via a collective voice through the Center) to support improving completion rates. ■ Connect with the Center to discuss policy opportunities and challenges related to improving completion rates. 	Medium (likely to change to High after year 1)
System leaders, administrators, and faculty at four-year institutions	<ul style="list-style-type: none"> ■ Partner with community colleges to streamline transfer pathways and establish robust student support services for transfer students. 	Medium
K-12 educators	<ul style="list-style-type: none"> ■ Partner with community colleges to improve college readiness. ■ Work with colleges to align curriculum between high school and college. ■ Collaborate on conducting college readiness assessments for high school students. ■ Support efforts to clarify students' education and career goals before they reach college. ■ Encourage all high school seniors to complete the FAFSA and apply to college. 	Low
Employers	<ul style="list-style-type: none"> ■ Collaborate with community colleges to align curriculum and programs with local workforce needs—and establish clear programs of study that have market value. ■ Offer work-based experiential learning opportunities for students in their chosen fields. ■ Provide stories about graduates' employment and success. 	Low
Statewide workforce investment boards	<ul style="list-style-type: none"> ■ Provide data and information on the state's labor market and projected workforce needs. ■ Provide data and information on graduates' employment and success. 	Low
Community college boards	<ul style="list-style-type: none"> ■ Advocate for reform efforts and for the Center's work on their campuses and with policymakers. 	
National Partners	<ul style="list-style-type: none"> ■ Collaborate in the creation of an implementation services system that will align, streamline, and enhance the supports to Centers and their colleges. (Jff will lead this work, and Centers will be involved as needed.) 	Low