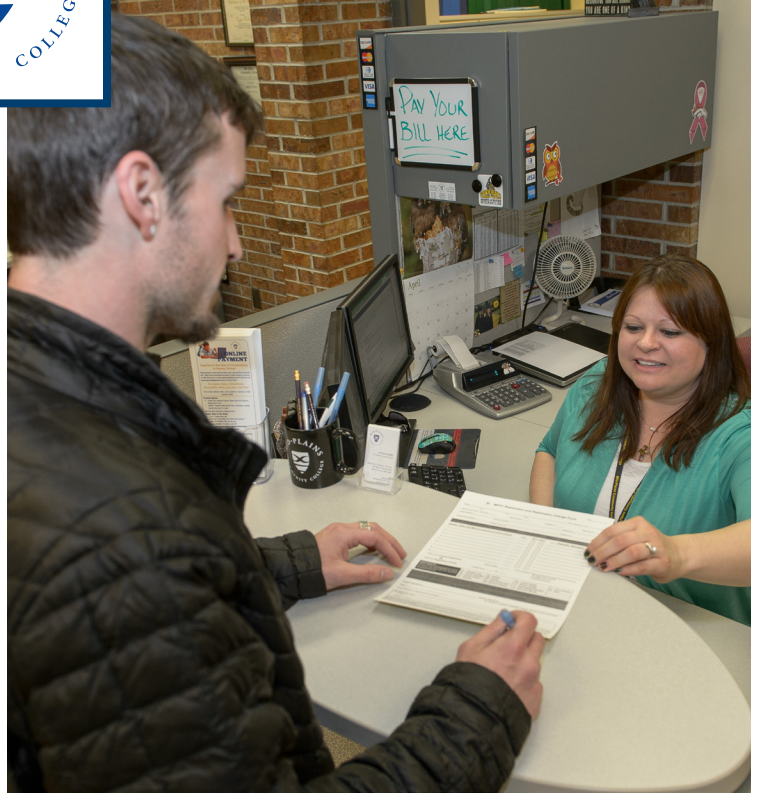


# 2015-16 Student Affairs Assessment Report



# 2015-16 Student Affairs Assessment Report

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This is the second year we have compiled as a group the team assessments we are presenting to cabinet. As I look back on the year, I'm thrilled we have reached 60% retention for our full-time students and 44% retention for our part-time students. This is good, but we still need to look to continue to improve.

I think one of the keys to our success is we have the right people on the bus. As a unified student affairs department, it took us some time to see who we were and where we were. Now, I think we've created a culture in student affairs of hungry, but humble, continuous improvement, invocation, and fun. As we hire new staff members to help us in transitions, it is getting easier for us to see who is the best culture fit for us and then to teach them the skills needed.

This last year, I read the book, *Smarter, Faster, Better* by Charles Duhigg. When Duhigg studied goal setting he found out that GE had one of the most advanced goal setting structure in their company. The whole company had plenty of SMART (Specific, Measurable, Achievable, Realistic, Timeline) to help them manage their daily, monthly, quarterly, and annual activities. This emphasis on measurement was beneficial, but over time they found that individuals would try to game their goals to have strong short term success without the appropriate bigger picture long term success. To help make sure this is the case, I'm announcing two BHAGs (Big Harry Audacious Goals) for our student affairs division. For our 2020 cohort, I would like to meet the following:

- Non-UPRR FTE = 1,600
- FTFT graduation rate = 50%
- Cohort Default Rate = less than 10%

Over these last two years, we have done a strong job on making tweaks and adjustments to each department to improve our performance, now we need to take a little larger look and see how systems need to change for us to transform the college into being one of the best rural community colleges in the country.

This is a challenge, but we've already begun some positive measures that include our 7-14 grade plan meetings, AQIP projects on improving our cohort default rate, and stronger partnerships with other parts of the college. This will require big thinking, but I believe we have the team on board to do it. Time and again right now, I think back to Theodore Roosevelt's Man in the Arena speech and that can continue to be the guideline for us:

*It is not the critic who counts; not the man who points out how the strong man stumbles, or where the doer of deeds could have done them better. The credit belongs to the man who is actually in the arena, whose face is marred by dust and sweat and blood; who strives valiantly; who errs, who comes short again and again, because there is no effort without error and shortcoming; but who does actually strive to do the deeds; who knows great enthusiasms, the great devotions; who spends himself in a worthy cause; who at the best knows in the end the triumph of high achievement, and who at the worst, if he fails, at least fails while daring greatly, so that his place shall never be with those cold and timid souls who neither know victory nor defeat.*

A handwritten signature in cursive script that reads "Andy Long".

Andy Long  
Vice-President for Student Services and McCook Community College



## Mid-Plains Community College Team Report

**Team Name:** Student Affairs Division  
**Team Leader Name:** Andy Long  
**Report Date:** May 27, 2016

### Department Roles:

1. Assist students in the successful completion of academic programs.
2. Grow non-UPRR enrollment
3. Provide quality service to assist students to reach their goals.
4. Provide quality service to internal partners to help students in support of their goals.
5. Create an engaging workplace for student services staff

#### Goal 1. – Assist students in the successful completion of academic programs.

K.P.I.	AQIP CATEGORY	GOAL	2015-2016	2014-15	2013-14	2012-13	2011-12
3 year graduation rate for 1 <sup>st</sup> time, full time students	2	40%	35	33	34	36	35
Fall to Fall retention rates, full-time students	2	60%	60	59	53	55	50
Fall to Fall retention rates, part-time students	2	40%	44	36	35	23	34
Cohort Default Rate	2	15%	17.0	18.8	12.1	20	19.5



**ANALYSIS:**

It was extremely encouraging to see our full-time retention hit the 60% mark we were shooting for and we celebrated by having cake at the January campus meeting. The part-time retention rate followed in the same direction with both reaching highs from the last five years.

**ACTION PLAN FOR NEXT YEAR:**

It will be interesting to see how our graduation rate changes and if the increases in retention are leading to an increase in graduation rates. There will be an AQIP Action Project dedicated to developing a cohort default plan so hopefully that will help our default rates.

**Goal 2 – Grow non-UPRR enrollment**

K.P.I.	AQIP CATEGORY	GOAL	2015-16	2014-15	2013-14	2012-13	2011-12
<b>Total non-UPRR FTE</b>	<b>2</b>	<b>1,500</b>	<b>1,387.42</b>	<b>1,252.50</b>	<b>1,384.53</b>	<b>1,404.03</b>	
<b>Total non-UPRR Full-Time Headcount</b>	<b>2</b>	<b>1,050</b>	<b>843</b>	<b>908</b>	<b>1,016</b>	<b>1,036</b>	
<b>Total non-UPRR Part-time Headcount</b>	<b>2</b>	<b>1,100</b>	<b>1,456.00</b>	<b>1,113</b>	<b>1,264</b>	<b>1,241</b>	
<b>Dual Credit FTE</b>	<b>2</b>	<b>155</b>	<b>158.37</b>	<b>149.76</b>	<b>148.37</b>	<b>132.73</b>	

**ANALYSIS**

Even though we aren't at our goal, it was good to reverse the downward trend. Our full-time headcount did decrease, but our part-time headcount was up a lot. Dual Credit also continues to show steady growth even with the fact we've hired some of our top dual credit high school instructors the last couple years to be full time faculty at the college. It looks like the increase in retention was a key aspect in helping growth and new efforts by our enrollment management team have seem to pay off, especially in the applied tech area.

**ACTION PLAN FOR NEXT YEAR:**

Work on the strategic enrollment plan needs to continue to help our enrollment numbers. The enrollment management team is a lot stronger than what it was a couple years ago and based on preliminary numbers, we should see increases in the fall. We have made some changes to our scholarship programs and that needs to continue to be promoted as a driver of enrollment.

**Goal 3 - Provide quality service to assist students to reach their goals.**

K.P.I.	AQIP CATEGORY	GOAL	2015-16	2014-15	2013-14	2012-13	2010-11
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## Mid-Plains Community College Team Report

**Team Name: Student Affairs Division**  
**Team Leader Name: Andy Long**  
**Report Date: May 27, 2016**

<b>CCSSE question 9b – Providing the support you need to help you succeed at this college. (4.0 scale)</b>	<b>2</b>	<b>3.25</b>		<b>2.92</b>		<b>3.11</b>	
<b>Average score from all student service departments on completers report (5.0 scale)</b>	<b>2</b>	<b>4.0</b>		<b>4.04</b>	<b>3.85</b>		

**ANALYSIS:**

It was disappointing to see the decline on the CCSSE score on providing student support to help students succeed, but encouraging to see the increases in the graduate survey scores to get us over the 4.0 mark.

**ACTION PLAN FOR NEXT YEAR:**

As departments continue to refine their reports to look at how we can help student, I hope to reverse this trend.

**Goal 4 - Provide quality service to internal partners to help students in support of their goals.**

<b>4 - K.P.I.</b>	<b>AQIP CATEGORY</b>	<b>GOAL</b>	<b>2015-16</b>	<b>2014-15</b>	<b>2013-14</b>	<b>2012-13</b>	<b>2011-12</b>
<b>Provide quality service to internal partners to help students in support of their goals. (5.0 scale)</b>	<b>2</b>	<b>4.0</b>	<b>4.01</b>	<b>3.75</b>			

**ANALYSIS**

It was encouraging for our scores to increase by .26 this last year. This reflects the effort of our staff to reach out to other departments throughout the college and improve the partnerships. Having enrollment management staff have an individual academic department that they serve as a liaison for has improved our relationships with the academic side of the house a lot. Learning Resources had the top score with a 4.27 and advising jumped up to 4.23.

**ACTION PLAN FOR NEXT YEAR:**

Two areas I would like to focus on to improve this year is to improve the understanding of student code of conduct judicial processes with academic discipline processes. We still need to continue to help people understand the intricacies of dual credit.

**Goal 5 - Create an engaging workplace for student services staff**

4 - K.P.I.	AQIP CATEGORY	GOAL	2014-15	2013-14	2012-13	2011-12	2010-11
Average of Q12 scores (5.0 scale)	4	4.0	4.19	3.88			

**ANALYSIS**

Seeing these scores increase to 4.19 is very good. Career Services is our most engaged team with an average of 4.56. Student Life scores overall at 3.99 with enrollment management at 4.20. If a score is above 4.0 I feel pretty good, but want to keep my eye on:

In the last seven days, I have received recognition or praise for doing good work: 4.07 (this increased by around 0.8)

At work my opinions seem to count: 4.07

In the last six months, someone at work has talked to me about my progress: 3.96

Areas of strengths include:

I know what is expected of me at work: 4.50

At work, I have the opportunity to do what I do best every day: 4.39

In the last year, I have had opportunities at work to learn and grow: 4.39

My fellow workers are committed to doing quality work: 4.50

**ACTION PLAN FOR NEXT YEAR:**

I hope we can continue to keep a focus on recognition and continue to have strengths conversations with our staff. I felt that this went pretty well this year and want to keep this going.



## Mid-Plains Community College Team Report

**Team Name: Student Affairs Division**  
**Team Leader Name: Andy Long**  
**Report Date: May 27, 2016**

### REVIEW OF PRIOR YEAR (STRENGTHS)

**1. What accomplishments from the last year does the team feel really proud?**

It was exciting to hit our 60% retention mark for full-time students. The overall engagement of our division along with the increased internal customer satisfaction score is encouraging.

**2. What accomplishments outside of the K.P.I.s did the team have?**

Many people in the department have been active on AQIP action projects and the development of the strategic enrollment plan. There has also been a lot of work by supervisors to start using data and team reports to drive decisions and meet with their staff in regards to strengths. I also feel really good about the team we have.

### GOALS FOR UPCOMING YEAR

**1. Will any of the K.P.I. goals change and why?**

With some of our KPIs we have met the goal. I'm not sure if the goal should be raised or if we need to work to maintain.

**2. Are there any specific team goals for the next year to try to influence the K.P.I.s**

Our focus in many areas needs to be on growing enrollment.

**3. What are the major challenges the team faces (weaknesses)?**

As we bring new staff in, I feel it is easy for them to concentrate on the most important things. I hope as they spend more time at the college, they can continue to stay focused. Student affairs staff take the lead in a variety areas of the college that sometime can compete with some of their basic tasks. It is also a challenge as many staff members also have coaching responsibilities that can take away from their student affairs effectiveness. At times it is a challenge for me to be able to focus on some of the student affairs tasks with campus and AQIP responsibilities.





## Mid-Plains Community College Team Report

**Team Name: Student Affairs Division**  
**Team Leader Name: Andy Long**  
**Report Date: May 27, 2016**

### OPPORTUNITIES

**1. What opportunities does the team envision?**

I hope we can continue to provide training for our newer staff members to continue in their leadership development. We also see opportunities to partner with our area high schools in developing an 8-14 grade plan for our service area.

I would also like each department to look at how they can include an assessment of educational services provided by their department.

### THREATS

**1. What outside threats can affect the results from this team over the next year?**

One of our biggest threats is the demographics of the area we serve. This makes it more challenges to try to grow. The change in labor laws could also have a major impact in our enrollment counselors and housing staff members in how they are classified and what work rules apply to them.

### CABINET REQUESTS

**1. What special requests need to be considered by the College Cabinet?**

With an emphasis in growth, it would be nice to have more money to spend on mailings, traveling, and recruiting functions. I also continue to think that as an organization we continue to become more bureaucratic.



## Mid-Plains Community College Team Report

**Team Name: Adult Education**  
**Team Leader Name: Robin Rankin**  
**Report Date: 9/14/2016**

### REVIEW OF PRIOR TEAM REPORT

#### 3. Summarize the team's goals from the last report.

Goals	College Wide SLO's or AQIP Category	Measures	Expected Results & Standards	Were expectations met? (Yes, No, Inconclusive)	Analysis	Action
Provide and Promote Adult Education ESL/GED	1.	State negotiated standards set with federal government	Meet a minimum of 100% standards	Yes	113% FY 14-15	Continue
Promote enrollment of AE Students at MPCC	2A	50% of GED graduates will enroll.		Inconclusive	We know that students enrolled, no measure of exact number.	Drop, to be possibly revisited after student ID's are established.
Retention of 12+ hr students	1E, 2A	12+ hour students will be retained	50% minimum	yes	79%	Continue

**4. What did the team accomplish in the last 6 months? We continue to hold classes on the two main campuses, and 4 extended campuses. We also recently opened new sites in Grant and the Lincoln Co. detention center. Bridge program is ongoing and was very successful in**

year 1, with 5 completers who made deans or presidents list. 4 of the 5 are continuing for the AA degree in IT. New batch of students working on Medical transcriptionist certificate.

**GOALS FOR UPCOMING 2016-17**

**4. What are the teams goals for the next year?**

Goals	College Wide SLO's or AQIP Category	Measures	Expected Results and Standards
Success rates will meet negotiated standards	AQIP 1c, 1d, 1 e	EFL movement as per testing and goal requirements	100% minimum
Retention rates of 12+ hour students will meet NDE standards	AQIP 1e ,2a	12+ hours students will be retained.	Minimum of 50% retention rate
Promote Adult Education increased enrollment by collaborating with WIOA partners, and agencies in each class's town.	AQIP 2a	Minimum of 5 students and/or performance standards in each class location.	Increase total student enrollment by at least 10%.

**5. What are the major challenges the team faces? We have the challenge of retaining enough students to keep classes open in the smaller communities.**

**6. What challenges lie ahead for the team? Recruitment of students, retainment of students, and meeting WIOA expectations.**

**OPPORTUNITIES**

**1. What opportunities does the team envision? Collaboration with community members and other agencies including WIOA partners to increase enrollment numbers and performance outcomes. This will better prepare our students to be career and college ready.**

## REQUESTS

1. **What special requests need to be considered by the College Cabinet? Continue and possibly increase advertisement of the program. Market it as the first step in a person's continuing education to enter college and obtain sustaining employment.**



## Mid-Plains Community College Team Report

**Team Name:** MPCC Advising Team

**Team Leader Name:** Heather Pucket

**Report Date:** 10/2016

### ADVISING ROLES:

1. Guide students in proper course selection for goal completion
2. Collaborate college wide advising efforts
3. Advocate for student success and retention

Goal 1. – Guide students in proper course selection for goal completion

1 - K.P.I.	AQIP CATEGORY	GOAL	2016-17	2015-16	2014-15	2013-14	2012-13	2011-12	2010-11
1. NUMBER OF ADVISING APPOINTMENTS/CONTACTS – NOVEMBER 1ST TO OCTOBER 31ST	2	???		11/2015-10/2016 = 1875	01/2015-10/2015 = 3754				
2. CCSSE ITEM 13 1A HOW OFTEN YOU USE ACADEMIC ADVISING	2	2.0			1.87		1.74		
3. OVERALL KPI – MAY, NEW AND RETURNING REGISTRATIONS – COMPARE YEAR TO YEAR		700	690	636					

#### ANALYSIS

- It is encouraging to see both the overall KPI and the CCSSE numbers increase. We are especially encouraged by the fact that students appear to be accessing advising services more often from 2012 to 2014-2015. With that being said, MPCC has taken no formal actions to track advising appointments regarding who is being seen, what programs they are considering, etc.

		<p><b>ACTION PLAN FOR NEXT YEAR:</b></p> <ul style="list-style-type: none"> <li>In Spring 2015, the advisors began tracking all telephone, email and in-person contacts. With this tracking, we will be able to monitor the number of students seen each semester and who/what/when/where they are being seen (i.e. program, reason for appointment, etc.). The database has since been developed by IS and we continue to make adjustments as needed. We have a tremendous amount of data now available areawide, but the key will be to determine what data will be the most beneficial in understanding overall growth in advising year to year. To ensure these numbers are more accurate, the advising team will continue to be encouraged to accurately reflect contacts on a consistent basis. In addition, we continue working with IS to streamline this process so it is more user-friendly and efficient for those recording the data.</li> </ul>								
		Goal 2. – Collaborate college wide advising efforts								
	<b>2 - K.P.I.</b>	<b>AQIP CATEGORY</b>	<b>GOAL</b>	<b>2016-17</b>	<b>2015-16</b>	<b>2014-15</b>	<b>2013-14</b>	<b>2012-13</b>	<b>2011-12</b>	<b>2010-11</b>
	<b>4. INTERNAL CUSTOMER ENGAGEMENT SURVEY</b>	<b>2</b>	<b>4.0</b>		<b>4.23</b>	<b>3.80</b>				
		<p><b>ANALYSIS</b></p> <ul style="list-style-type: none"> <li>Over the past two years, the advising/recruiting team has made a conscience effort to reach out to different departments and individual faculty to further discuss the programs offered at MPCC and to learn more about how we can all work together to advise even more effectively. As program coordinators, we also had the opportunity to meet with the department heads to learn about and share new ideas. These types of collaborative meetings are priceless and benefit the college as a whole. Finally, the combined advising/admissions/recruiting team meetings have been beneficial for all involved by ensuring a better understanding of job responsibilities within advising, recruiting and admissions.</li> </ul> <p><b>ACTION PLAN FOR NEXT YEAR:</b></p> <ul style="list-style-type: none"> <li>We plan to continue reaching out to faculty individually and assigned Enrollment Counselors will continue to attend departmental meetings for more seamless communication. We have also discussed the possibility of having some type of a shared drive with advising information, course sequences, etc. We would like it to be a catalog of information that people can either submit information to and/or search from. As program coordinators, we have had the opportunity to attend ILT on a quarterly basis to brainstorm new ideas and share feedback. We truly feel that has been a huge benefit and opened communication between faculty and staff regarding class</li> </ul>								





## Mid-Plains Community College Team Report

**Team Name:** MPCC Advising Team

**Team Leader Name:** Heather Pucket

**Report Date:** 10/2016

offerings, timing of class offerings, etc. Finally, we plan to continue meeting with the advising/admissions/recruiting teams as a whole on a regular basis.

### GOAL 3. ADVOCATE FOR STUDENT SUCCESS

3 - K.P.I.	AQIP CATEGORY	GOAL	2016-17	2015-16	2014-15	2013-14	2012-13	2011-12	2010-11
5. COMPLETER REPORT STUDENT EVAL OF SERVICES		4.0			4.40	3.89			
6. FALL TO SPRING RETENTION FULL-TIME		85%		85.8%	82.1%				
7. FALL TO SPRING RETENTION PART-TIME		68%		68.7%	63.6%				

#### ANALYSIS –

- Over the past two years, advising has done a better job of returning students to advising in a more timely fashion. We have focused on assisting students in registration earlier by having the conversation about future registrations earlier in the process. We have also provided opportunities such as registration days, tech reg days, special times for registration for athletes, etc. In addition, we have had the opportunity to collaborate with the Area Counselor regarding how we can best serve students who are having difficulty staying in school, choosing degrees or classes, etc.

#### ACTION PLAN FOR NEXT YEAR:

- We continue tracking the number of and effectiveness of events coordinated (increase number or value) throughout the year. We will strive to clearly communicate with faculty regarding a student's success and



## Mid-Plains Community College Team Report

**Team Name:** MPCC Advising Team

**Team Leader Name:** Heather Pucket

**Report Date:** 10/2016

develop a clear plan with Student Success and our Area Counselor. We will also continue to work closely with Student Success and early alerts.

### REVIEW OF PRIOR YEAR (STRENGTHS)

**1. What accomplishments outside of the K.P.I.s did the team have?**

- Some of our accomplishments include the sula guidelines, the ongoing revamp of the advising module, the opportunity for AV consulting on a regular basis, regular collaborative team meetings with recruiting/admissions, training/conference attendance and the many opportunities for face time with faculty. We have also participated in a variety of registration days, including at the main campuses, extended campuses and special registration days for the tech campus in North Platte. The Advising Team is tremendously proud of the growth in our internal customer engagement survey for the 2015-2016 school year. As the Area Advising Coordinator and the advising lead for the Enrollment Counselors, I truly appreciate the extra effort made by team members.

### GOALS FOR UPCOMING YEAR

**1. Will any of the K.P.I. goals change and why?**

- One opportunity for change would be to track the meetings with divisions to reflect the frequency and effectiveness. And although we are already reaching out more to faculty, even more collaboration would be very beneficial to the team and our students.

**2. What are the major challenges the team faces (weaknesses)?**

- Again, although we are currently communicating with faculty, we always strive to make that overall communication/partnership stronger. It can also be very challenging to stay informed of areawide program changes and transfer changes. In addition, we are facing the elimination of Compass testing and the addition of the Accuplacer. The college, as a whole, is working hard to make this change seamless. However, it's still a change that greatly impacts advising, so we will do our best to adequately train advisors as the information is received. Year to year, early alerts are very beneficial to our students. However, not all of the faculty respond. Finally, two members of the advising team are now members of the new Appeals Panel. Although the idea of this panel is ideal (including administrative drops/withdraws, late adds, etc.), this is a tall order for the panel as a whole. We have had a few challenges during the early stages of the process, but once the process is streamlined in the coming months, it will be advantageous for students and many departments, including advising, areawide.



## Mid-Plains Community College Team Report

**Team Name: MPCC Advising Team**

**Team Leader Name: Heather Pucket**

**Report Date: 10/2016**

### OPPORTUNITIES

**1. What opportunities does the team envision?**

- We have discussed the possibility of afternoon advising for returning students on Interhigh Day. Also, with the development of the Enrollment Counselor position, we have discovered that each team (Advising, Admissions and Recruiting) has so much information that can benefit the other's team. With that, we have initiated the combination of regular team meetings, which to date, have been valuable. This has allowed our group to share information that only grows our knowledge of MPCC and assists us in working more closely on future events.

### THREATS AND REQUESTS

**1. What outside threats can affect the results from this team over the next year?**

- Faculty support, transfer issues, core classes offered at the same time, a website that isn't always user-friendly for students.

**2. What special requests need to be considered by the College Cabinet?**

- a. We are thankful for the continued discussions about when/what classes are offered and the willingness of ILT to review this issue on a regular basis. We are hopeful this collaboration will continue. We are also excited to have been involved in the process/discussions regarding the future online catalog. This is an exciting effort that we are certain will be beneficial to our students and we hope we can continue to be an integral part of the process. Finally, we are extremely appreciative for the opportunity to utilize consulting on a regular basis. Since the advising module is ever-changing and ever-challenging, my sessions with Sarah Bucklew from Jenzabar have been priceless in getting the advising module to work more seamlessly with other modules and to improve the functionality of the trees year to year.



## Mid-Plains Community College Team Report

Team Name: Career Services  
 Team Leader Name: Bill Eakins  
 Report Date: July 2016

### Department Roles:

1. Provide and promote Secondary School Services.
2. Provide and promote Employment Services.
3. Provide and promote Student and Stakeholder Services.

Goal 1 – Provide and promote Secondary School Services.							
KEY PERFORMANCE INDICATORS (K.P.I.)	AQIP CATEGORY	GOAL	2015-16	2014-15	2013-14	2012-13	2011-12
Number of schools participating in Secondary School Career Programs (Career Maneuvers, Career Exploration, TLC Voc Evals, Habitudes, EYH, Skills)	2	67%	83% (Increase due to including ALL secondary programs)	53%	62%	59%	71%
Number of area secondary schools receiving college credit	2	100%	100%	100%	100%		
Sufficient credentialed college faculty to meet secondary school requests for dual credit	2	Meet 100% of requests	100%	100%	100%		
Percent of dual credit FTE	2	8% of all FTE	11.2%	7.85%	7.81%	7.09%	5.97%



## Mid-Plains Community College Team Report

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**Team Leader Name: Bill Eakins**  
**Report Date: July 2016**

<b>Administrative visits each year to the area schools with new superintendents</b>	<b>2</b>	<b>All schools with new supts</b>	<b>11; This is 100% of schools with new supts.</b>	<b>This KPI changed this year...numbers not available for prior years.</b>				
<b>Number of schools offering one or more academy</b>	<b>2</b>	<b>50% (out of 34)</b>	<b>55.9%</b>	<b>50%</b>	<b>47.1%</b>	<b>38.2%</b>	<b>32.3%</b>	
<p><b>ANALYSIS:</b> Schools now have greater access to career education information and related curriculum, provided through NDE. Career Services attempts to be in close contact with schools to offer the pertinent, valuable programs and update our offerings when necessary.</p> <p><b>ACTION PLAN FOR NEXT YEAR:</b> Review with area counselors what their specific needs are with regard to dual credit, academies, and career programs so that we can revise and reconstruct programs to fit those needs. Personally visit schools that have new counselors to review offerings. Vice Presidents have discussed possible changes to current school visits.</p>								
<b>Goal 2 - Provide and promote Employment Services.</b>								
<b>K.P.I.</b>	<b>AQIP CATEGORY</b>	<b>GOAL</b>	<b>2015-16</b>	<b>2014-15</b>	<b>2013-14</b>	<b>2012-13</b>	<b>2011-12</b>	
<b>CCSSE Survey results of Student Satisfaction with Job Placement assistance</b>	<b>2</b>	<b>2.0</b>	-- (biennial measure)	<b>1.8</b>	<b>--</b>	<b>1.82</b>	<b>--</b>	



## Mid-Plains Community College Team Report

Team Name: Career Services  
 Team Leader Name: Bill Eakins  
 Report Date: July 2016

Number of students registered on College Central Network	2	650	569	617	696	29	6
Number of Employment services related classroom presentations by Career Services	2	30	72				
Number of employers registered on College Central Network each reporting year	2	>125	105 employers registered: 524 jobs posted	140 employers registered: 689 jobs posted	134	90	104
Number of employer visits on campus, hosted by Career Services	2	15	Including Job Fairs = 81				

**ANALYSIS:** Launched some new student activities designed to increase awareness: “Job or No Job” competition; Etiquette Dinners at both NPCC and MCC.

**ACTION PLAN FOR NEXT YEAR: Strategic Partnerships:** Working on Business/Industry team database and implementing a process of collecting data from college entities about interactions with business/industry/employers- to be accessed college-wide. **Student Engagement:** Strategic plan for improving employability skills for students- via





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**Team Leader Name:** Bill Eakins  
**Report Date:** July 2016

classes, workshops, contests; **Academic Partnerships:** Collaborate with faculty in every division. **Employment Services:** Tighten data collection/monthly report to Dean and VP.

### Goal 3 - Provide and promote Student and Stakeholder Services

K.P.I.	AQIP CATEGORY	GOAL	2015-16	2014-15	2013-14	2012-13	2011-12
CCSSE survey results of student satisfaction with career counseling assistance	1	2.0	-- (biennial measure)	2.1	--	1.99	--
Satisfaction rating from test vendors	2	>95%	>95%	>95%			
Number of classroom presentations and individual career planning sessions by Career Services.	2	10	31				

**ANALYSIS:** Using CCSSE data as well as information from the Graduate Survey as a guide, Career Services attempts to develop programs and take action to insure satisfaction.

**ACTION PLAN FOR NEXT YEAR:** Coordinate closely with other student services departments for both internal marketing and strategic planning. Especially in regard to career counseling, coordination of efforts will allow for heightened customer service.

Continue to evaluate and explore testing options in the professional testing center and work to earn the NCTA Test Center Certification.

### REVIEW OF PRIOR YEAR (STRENGTHS)



## Mid-Plains Community College Team Report

**Team Name: Career Services**  
**Team Leader Name: Bill Eakins**  
**Report Date: July 2016**

**5. What accomplishments from the last year does the team feel really proud?**

Increased dual credit credit hours in FY 2015-16 over 2014-15.  
Hosted 1<sup>st</sup> Annual Nebraska Construction Career Day.  
Got 1<sup>st</sup> Ag Academy off the ground at Broken Bow High School.  
Instituted MOU's for Dual Credit with each school that has on-site dual credit instructors.  
Hosted Skills Contest.  
Planned and Hosted Expanding Your Horizons.  
New Academies Starting at Arthur High School.  
1<sup>st</sup> Natural Resources Academy Starting at Ogallala High School.  
Co-Hosted 1st Job or No Job Competition.

**6. What accomplishments outside of the K.P.I.s did the team have?**

Expanded Certification Testing Center to include mobile GED testing at the Lincoln County Detention Center.  
Employment Services Room was finished, and in use!  
Favorable Perkins Monitoring Report.  
Attended Statewide Accuplacer Meeting.  
Received Recognition as Most Engaged Department within Student Services.  
Visited Schools with New Counselors.

### GOALS FOR UPCOMING YEAR

**3. Will any of the K.P.I. goals change and why?**

Discontinuing using results of the Employer Satisfaction Survey, as Career Services doesn't actively participate in administering that survey.

**4. Are there any specific team goals for the next year to try to influence the K.P.I.s.?**

- (1) Increase student awareness of Career Services
- (2) Strive to facilitate the Extended Campuses as best we can with similar services as MCC and NPCC



## Mid-Plains Community College Team Report

**Team Name: Career Services**  
**Team Leader Name: Bill Eakins**  
**Report Date: July 2016**

- (3) Smooth transition to Accuplacer for placement testing
- (4) Work with variety of entities on 7-14 Initiative
- (5) Continue the efforts initiated in AQIP projects – (a) follow up from Intent-to-Graduate list to check on employment readiness of our students; (b) facilitate collection of information about MPCC faculty's business/industry interactions...shared management of the spreadsheet containing that information.

**5. What are the major challenges the team faces (weaknesses)?**

- Accuplacer transition brings change, as well as communication challenges
- Continual change in secondary school personnel
- Distance and timely visits to all area schools
- Launching new and maintaining existing career academies with various school schedules
- Changing demographics of high school students
- MorphoTrust fingerprinting services challenge us due to scheduling and staffing concerns

### OPPORTUNITIES

**1. What opportunities does the team envision?**

- With new secondary school personnel changes, new programs can sometimes be implemented
- The career academy approach can allow for additional college/dual credit classes to be made available
- Improved contacts and relationships with area businesses and industries
- Apply for National College Testing Association Test Center Certification- documenting standards for testing centers nationwide
- Special Events (Nebraska Construction Career Day, Skills USA, Expanding Your Horizons, etc) help increase opportunity and potential for additional students
- Analysis and evaluation of career development activities for both internal and external customers
- Being recognized as part of Student Services has created some opportunities to work more closely with some of our colleagues

### THREATS

**3. What outside threats can affect the results from this team over the next year?**

- ACE scholarship funding



## Mid-Plains Community College Team Report

**Team Name: Career Services**  
**Team Leader Name: Bill Eakins**  
**Report Date: July 2016**

Uncertainty of continued Perkins' funding  
Other colleges offering dual credit incentives

### CABINET REQUESTS

- 1. What special requests need to be considered by the College Cabinet?**
  - b. In the remodel and redistribution of space on North Campus, storage space needs to be kept in consideration.
  - c. Review costs associated with employment services activities and adjust budget accordingly.
  - d. Review potential increased costs associated with Accuplacer, and adjust budget accordingly



## Mid-Plains Community College Team Report

**Team Name:** Disability Services  
**Team Leader Name:** Robin Rankin  
**Report Date:** 9/7/16

### Department Roles (3-5):

1. Disability services area support to students
2. Area wide resource to faculty and staff
3. Community Resource for people with disabilities
4. Periodic review of systems and procedures to ensure ADA/state compliance

#### Goal 1. – Improvement of student experience in working with MPCC Disability Services

K.P.I.	AQIP CATEGORY	GOAL	2015-16	2014-15	2013-14	2012-13	2011-12
Student survey late fall of each year with a score of 4.0	2	4.8	4.67				
CCSSE survey	2	2.10	1.99				
Continued involvement in registration days and new student orientation	2	100%	95%				

#### ANALYSIS:

Student and faculty awareness of the services provided has improved. Continued quality service.

#### ACTION PLAN FOR NEXT YEAR:

Will collaborate with area staff to insure ease of use in Blackboard, Accuplacer, and Campus Web.



## Mid-Plains Community College Team Report

**Team Name: Disability Services**  
**Team Leader Name: Robin Rankin**  
**Report Date: 9/7/16**

### Goal 2 - Continued collaboration with community agencies and high schools

K.P.I.	AQIP CATEGORY	GOAL	2015-16	2014-15	2013-14	2011-12	2010-11
Create a baseline for tracking agency contact	2	125	NA				
Create a baseline for tracking student contact	2	125	NA				
Attend IEP meetings for perspective college students	2	100% OF INVITES	NA	100% OF INVITES			

#### ANALYSIS:

This is a new goal that will be tracked in the upcoming year to set a standard for improvement.

#### ACTION PLAN FOR NEXT YEAR:

Use the tracking system to document student and community contact.

### Goal 3 - Delivery of area services in compliance with federal and state law

3 - K.P.I.	AQIP CATEGORY	GOAL	2015-16	2014-15	2013-14	2011-12	2010-11
South Campus Disability Services staff is working on becoming ADA certified.	5	2017 Comp.					



Attendance at Winahead and Ahead conferences, to remain or become compliant with changing laws.	6	100%	80%				
Continue subscriptions to ADA publications, to deepen our knowledge of current issues, and use of social media.	5	100%	100%				
<p><b>ANALYSIS:</b> Attendance was good at offered conferences, the laws are always changing, so it is important to stay abreast of these changes. Attendance of pre-conference session at AHEAD, enlightening us to the various issues with online learning and learning systems moving towards better ease of use for all students.</p> <p><b>ACTION PLAN FOR NEXT YEAR:</b> Will collaborate with area staff to work on learning systems compliance.</p>							
<b>Goal 4: MPCC disability services presence on mpcc.edu</b>							
<b>4 - K.P.I.</b>	<b>AQIP CATEGORY</b>	<b>GOAL</b>	<b>2015- 16</b>	<b>2014-15</b>	<b>2013- 14</b>	<b>2012-13</b>	<b>2011-12</b>
Create a portal of information to empower students to learn more about our offices, and request services.	2	100%					
<p><b>ANALYSIS</b> Created a mission and vision statement and contact form.</p> <p><b>ACTION PLAN FOR NEXT YEAR:</b> Collaboration with webmaster to update information and possibly add links for student and community use.</p>							



## Mid-Plains Community College Team Report

**Team Name: Disability Services**  
**Team Leader Name: Robin Rankin**  
**Report Date: 9/7/16**

### REVIEW OF PRIOR YEAR (STRENGTHS)

- 1. What accomplishments from the last year does the team feel really proud?**
  - Two successful transition days at MPCC providing numerous perspective student contacts.
  - Added involvement at registration days at our extended campuses.
  - Addition of contact form for staff use.
  - High marks and comments on employee satisfaction survey
  - Student survey results were 4.67 on a 5 point scale.
- 2. What accomplishments outside of the K.P.I.s did the team have?**
  - Chris Turner served as co-chair for a national special interest group of AHEAD.

### GOALS FOR UPCOMING YEAR

- 1. Will any of the K.P.I. goals change and why? No**
- 2. Are there any specific team goals for the next year to try to influence the K.P.I.s**
- 3. Setting the foundation for improved ADA compliance throughout the college system.**
- 4. What are the major challenges the team faces (weaknesses)? Not enough staff to meet the needs of all in this department.**

### OPPORTUNITIES

- 1. What opportunities does the team envision? The opportunity to improve retention by adding information to benefits all learning styles.**



## Mid-Plains Community College Team Report

**Team Name: Disability Services**  
**Team Leader Name: Robin Rankin**  
**Report Date: 9/7/16**

### THREATS

3. **What outside threats can affect the results from this team over the next year?**
  - Interpretation of ADA law by special interest groups.

### CABINET REQUESTS

2. **What special requests need to be considered by the College Cabinet?**
  - Increase from part to full time, South Campus disability services coordinator. This will allow for more collaboration to bring the usability standard into compliance, and more time serving students.



## Mid-Plains Community College Team Report

Team Name: MPCC Enrollment Team

Team Leader Name: Kelly Rippen

Report Date: Updated 4/6/16

### ENROLLMENT MANAGEMENT ROLES

1. Increase enrollment area wide
2. Collaborate college wide with faculty and other internal partners to increase enrollment and retention
3. Provide quality support, guidance, and funding to students in a timely manner and keeping with federal and state guidelines.

#### Goal 1. – Increase Enrollment Area-wide

1 - K.P.I.	AQIP CATEGORY	GOAL	2015-16	2014-15	2013-14	2012-13	2011-12	2010-11
1. FIRST TIME FULL TIME ENROLLMENT	2	415	353	394	398	425	442	401
2. CAMPUS TOURS-JUNE TO JUNE	2	250	220	161	167	188	169	163
3. FALL TO FALL PART TIME RETENTION	2	40%	44	36	35	23	34	38
4. FALL TO FALL FULL TIME RETENTION	2	60%	60	59	53	55	50	55

**ANALYSIS**

Our department is made up of the key players who perform the most outreach to current and potential students and these measures help indicate if those efforts are effective.

**ACTION PLAN FOR NEXT YEAR:**

Our major focus is consistent email, text, post card, phone outreach to potential students as well as very focused service and outreach to current students for advising and financial aid. Auto-generated emails, monthly post card mailings, on campus events, focused outreach to high schools implementing a more targeting team approach with each school. Partnering with all student services and other outreach groups to solidify a common message we send during each event where students or customers are present. A "Top Three" message we all implement and use for every opportunity.

**INCREASE ON CAMPUS INVITES AND EVENTS, INCREASE FACULTY INVOLVEMENT IN OUTREACH AND ON CAMPUS EVENTS.**

**Goal 2. – Collaborate college wide with faculty and other internal partners to increase enrollment and retention**

K.P.I.	2AQIP CATEGORY	GOAL		2015-16	2014-15			
1. INTERNAL CUST ENGAGEMENT SURVEY ADVISING	2	4.0		4.23	3.80			
2. INTERNAL CUST ENGAGEMENT SURVEY FIN AID	2	4.0		3.98	3.63			
3. INTERNAL CUST ENGAGEMENT SURVEY REC/ADMISS	2	4.0		3.96	3.37			

**Goal #3: Provide quality support, guidance, and funding to students in a timely manner in keeping with federal and state guidelines.**

3 - K.P.I.	AQIP CATEGORY	GOAL	2015-16	2014-15	2013-14	2012-13	2011-12
1. COMPLETER REPORT STUDENT RATING OF ADVISING	2	4.0		4.4	3.89		
2. COMPLETER REPORT RATING OF FINANCIAL AID	2	4.20		4.27	3.83		
NUMBER OF SCHOLARSHIP APPLICANTS (YEAR TO DATE 460)	2	600	470	547	579		
3. CCSSE ITEM 9F-PROVIDE \$ SUPPORT NEEDED	2/5	3.0	NA	2.78	NA	2.74	
4. AUDIT FINDINGS	2	0		4	6		
8. COHORT DEFAULT RATE	2	15%	17.0	18.8	12.1	20.0	19.5

## REVIEW OF PRIOR YEAR (STRENGTHS)

### ANALYSIS

Our partnerships with faculty, student life, career services, marketing, learning resources, CFE, information services, and extended campuses have never been stronger. We are building strong internal partners and developing new ideas to reach the most students in the most effective ways.

Faculty: Division Chair/Enrollment Counselor liaisons, faculty involvement in tours, outreach, open houses, Reg Days, Inter-high, Tech Days, and special visits has increased this past year. We are coordinating a more active, hands on, partnered approach.

Student Affairs Team: Coordinating Reg days and Open Houses to included all departments, highlighting in department in at least one of the outreach emails to the large list to promote all of our student affairs services. Working closely with student life to make the online housing application a reality (which also involves partnerships with IS).

Marketing: Getting in place a year long plan for marketing outreach and the top 6-10 pieces recruiting needs for timely effective outreach.

IS: Our team has never done more consulting with Jenzabar and IS support has never been better. We have gone to a web based RSVP for open houses and Reg Days which as been an amazing convenience (this also involves Marketing when adding the web links)

### ACTION PLAN FOR NEXT YEAR:

Student Services: Solidifying our message, tracking our outreach from each department including career services, extended campuses, recruiting, student life, departmental event. We are also building a profile for each school in our area to develop better outreach and a comprehensive understanding of our partnership with each school, a place to track visits, outreach, services we provide, events they participate in, key contacts, enrollment by school, dual credit enrollment, etc.

#### 4. What accomplishments outside of the K.P.I.s did the team have?

## GOALS FOR UPCOMING YEAR

#### 1. Will any of the K.P.I. goals change and why?

We will increase our tour goal since we are tracking more effectively and giving more group tours. We will also keep increasing our goals for the Internal Customer Engagement to make sure we are improving every year. With new faculty and team members, the teamwork and planned strategies will continue to be important. We will also keep a close eye on our scholarship applicant goal since next year we will be combining the admissions and scholarship application to be one online form. This will lead to an increase in applications so we will need a new baseline.

#### 2. What are the major challenges the team faces (weaknesses)?

Keeping up with the constant outreach needs of the students, text, call, email, facebook, etc. Making sure each student in contacted monthly. Using website effectively to help recruit and drive next steps, keeping info and links up to date and forms online that students need. Online requests, tours, and apps has been wonderful this year, now need scholarship application and housing app to be easily accessible and electronic. NetPartner will also help with financial aid processes and keeping students up to date.

## OPPORTUNITIES

1. **What opportunities does the team envision?**

- a. Opportunity to do more with early apps and scholarship winners, June ACT senders will be mailed scholarship award, Oct/Nov scholarship letters will begin to go out with acceptance cards. Acceptance letters will also include log in information to campus web to give students early access to the tools they will need to succeed: course search, missing documents, payment plans, housing info, student accts, etc.

1. **What outside threats can affect the results from this team over the next year?**

- a. Buy in and outreach from faculty has become a must and we have seen some great results after their outreach, we will need to keep partnering with departments for continued team work. Budget also comes to mind since we are doing more large mailings and printed postcards that we are now covering from our budget. We work closely with marketing and will need to stick to yearly marketing/recruitment plans to make sure we hit our deadlines as well as have up to date materials. We also partner with IS to ensure our online forms are up to date, user friendly and easy to use.

2. **What special requests need to be considered by the College Cabinet?**

- a. Budget allocations for scholarships, email marketing tool, and large mailings may increase.





## Mid-Plains Community College Team Report

**Team Name: MPCC Financial Aid**

**Team Leader Name: Erinn Brauer**

**Report Date: 10/12/2016**

### FINANCIAL AID ROLES:

1. Follow State and Federal FA regulations
2. Provide support for students in funding college
3. Strong Internal Partner in areas relating to Fin Aid

#### Goal 1. Follow State and Federal FA Regulations

1 - K.P.I.	AQIP CATEGORY	GOAL	2015-16	2014-15	2013-14	2012-13	2011-12
1. AUDIT FINDINGS	2/5	0	2	4	6		
2. COHORT DEFAULT RATE	2/5	12%	11.8%	18.0%	17%		12.2%

#### ANALYSIS

Over the past year, the financial aid team has restructured and focused on training and development of staff as a way of decreasing audit findings. Financial aid specialists are now more comfortable asking questions and have been given tools to assist in troubleshooting complex situation. We've also run analysis of our 2015-16 TIV population to identify and correct issues before they became audit findings. One area of issue is tracking outside scholarships. We've added a column to the shared spreadsheet to indicate that FA has reviewed the award. Our current CDR is trending slightly below 2014.

#### ACTION PLAN FOR NEXT YEAR:

- Continued training and development of financial aid staff – we've implemented twice weekly meetings to discuss professional judgment and appeal requests, this dedicated time has also given us a chance to discuss issues as a team.
- Increased efficiency – We are looking at ways to automate some of our processes, e.g. sending out Missing Information letters, to free up specialists time so that packaging without mistakes can be a priority.
- Continue to look for ways to streamline processes with Business Office – the added column on the outside scholarship spreadsheet is a good first step; building on this to identify other ways to better communicate between the two departments so that financial aid is in a proactive situation rather than a reactive situation will also help to eliminate repackaging and room for errors.



## Mid-Plains Community College Team Report

**Team Name: MPCC Financial Aid**

**Team Leader Name: Erinn Brauer**

**Report Date: 10/12/2016**

- Implementation of Financial Avenue – in partnership with the AQIP Project, we will be using Financial Avenue in 4 cohorts (Financial Aid, Student Life, Classroom, and general).

1. Goal 2. – Provide support for students in funding college

2 - K.P.I.	AQIP CATEGORY	GOAL	2015-16	2014-15	2013-14	2012-13	2011-12
1. COMPLETER REPORT-FINANCIAL AID SERVICE	2	4.0		4.27		3.83	
2. CCSSE ITEM 9F PROVIDE THE FINANCIAL SUPPORT YOU NEED TO FUND YOUR EDUCATION	2	3.0		2.78		2.74	
3. ENTERING STUDENTS SURVEY – FINANCIAL AID	2	85%	74.43%	79.78%	77.31%		
4. PERCENT OF FAFSA'S COMPARED TO DEGREE SEEKING STUDENTS (FT/PT/TOTAL)	2	85%/ 60%/ 75%	76.86%/ 64.57%/ 69.09%	81.48%/ 51.47%/ 68.65%	81.20%/ 47.96%/ 65.32%	81.41%/ 46.25%/ 65.38%	79.51%/ 48.02%/ 64.77%
5. NUMBER OF SCHOLARSHIP APPLICANTS	2	600	470	547	579		

### ANALYSIS

Our completer report score increased substantially and exceed the goal. We also saw a slight increase in CCSE item 9F. There was a decrease in satisfaction score on the Entering Students survey for 2015-2016; however, we expect to see this increase in the future now that the team is fully staffed. The percentage of FAFSA's compared to degree seeking students has been on an upward trend. The number of scholarships applicants has decreased. In the future, it may be more beneficial to track the percentage of scholarships awarded.



## Mid-Plains Community College Team Report

**Team Name: MPCC Financial Aid**

**Team Leader Name: Erinn Brauer**

**Report Date: 10/12/2016**

### ACTION PLAN FOR NEXT YEAR:

- Student focus – We will continue to focus on providing excellent customer service to our students, as specialists increase their financial aid knowledge they will be better equipped to answer student questions and handle complex situations
- Combined Admissions and Scholarship application – in an effort to improve the student experience and cut down on unnecessary steps, we will work towards combining the admissions and scholarship applications (as they are very similar at present) to show we value students' time. This will require putting a new process in place for identifying students that are eligible for and who have already been awarded scholarships.

### GOAL 3. STRONG INTERNAL PARTNER IN AREAS RELATING TO FINANCIAL AID

3 - K.P.I.	AQIP CATEGORY	GOAL	2015-16	2014-15
1. INTERNAL CUSTOMER ENGAGEMENT SURVEY	2	4.0	3.98	3.63

### ANALYSIS

Internal customer satisfaction increased by 0.35. Through increased training, financial aid specialists are better able to serve our internal customers in addition to our students. We've also restructured the team to be able to provide better service to our partners and students.

### ACTION PLAN FOR NEXT YEAR:

- Continued training
- Remain fully staffed – we will continue to work on improving processes so we can respond in a more timely manner to requests from other departments.

### REVIEW OF PRIOR YEAR (STRENGTHS)



## Mid-Plains Community College Team Report

**Team Name: MPCC Financial Aid**

**Team Leader Name: Erinn Brauer**

**Report Date: 10/12/2016**

**1. What accomplishments outside of the K.P.I.s did the team have?**

- a. We implemented Net Partner. Students are now able to see what documents we need back from them, accept their awards, and see their previous borrowing through the Mid-Plains Financial Aid Portal (aka Net Partner). We also reformatted the award letter that is sent to students to give a clearer picture of costs and awards so students can make more informed decisions regarding financial aid.

**2. What are some of the accomplishments/recognitions you are the most proud of this past year?**

- a. I'm most proud of the development of the staff. Restructuring the team, training new and previous staff, and fostering a team environment has helped as to better serve our students.

### UPCOMING YEAR

**1. Will any of the K.P.I. goals change and why?**

- a. This year we are adding the CDR (cohort default rate) as a KPI. With most of the financial aid team involved in the AQIP project related to student borrowing and default, this will be a major focus for the year. It will be beneficial to track progress on this metric and identify strategies for improvement through the financial aid office in addition to the AQIP project. We will also be using Financial Avenue in 4 different cohorts beginning Fall 2016. Monitoring the percentage of students that complete at least one module may be a KPI in the future.

**2. What are the major challenges the team faces (weaknesses)?**

- a. One major challenge the team faces is quickly and accurately packaging student aid while living in a world of constantly changing regulation and increased reporting requirements. The regulatory and reporting burden we face as a department can be taxing, especially when new federal processes are initiated. Another challenge the team faces is maintaining accuracy when constantly interrupted by students and other departments, it can be challenging to stop in the middle of a tedious situation, answer a phone call or 2 and a question from a walk in student, and then remember when you left off on the previous situation. It can also be quite time consuming to recheck your work and make sure you didn't miss anything when interrupted.



## Mid-Plains Community College Team Report

**Team Name: MPCC Financial Aid**

**Team Leader Name: Erinn Brauer**

**Report Date: 10/12/2016**

### OPPORTUNITIES

**1. What opportunities does the team envision?**

- a. An opportunity would be moving to a paperless financial aid file system. This would allow for team members in different locations to help each other out. It would also allow for doing quality checks on files from a distance. Another opportunity would be setting up dedicated file processing time for specialists. Now that the office is fully staffed it may be possible to have the more seasoned staff in North Platte take turns stepping away from the student traffic when the PT specialist is on duty in order to more effectively and efficiently process student files in accordance with regulations.

### THREATS AND REQUESTS

**1. Changes in federal regulations, added federal processes, added reporting burden**

**2. What special requests need to be considered by the College Cabinet?**

- The Financial Aid team will be putting a request in front of ERP for a web-based software that will allow for the use of digital documents for financial aid. It will also make financial aid documents mobile friendly so students can complete their paperwork on their mobile device. This will cut down on the amount of time that is "lost" mailing documents to students and waiting for them to mail them back. It will also give the financial aid office a modern, student empowering reputation. We appreciate your support in this endeavor.
- We are thankful for the consulting hours we've been able to use and would like to see this continue in the future so that we can continue to improve and streamline processes.
- We appreciate the support we have received from IS and Faculty on shared endeavors and would like to continue to have your support in building these partnerships.



## Mid-Plains Community College Team Report

**Team Name: Student Life Housing**  
**Team Leader Name: Dr. Brian Obert**  
**Report Date: 6/20/16**

### HOUSING GOALS:

1. TO PROVIDE RESIDENTS WITH SAFE, COMFORTABLE HOUSING THAT ENABLES A QUALITY LIVING–LEARNING ENVIRONMENT
2. TO MAINTAIN UPDATED, CLEAN, AND APPEALING FACILITIES FOR RESIDENTS
3. TO CREATE AN ENVIRONMENT THAT PROMOTES CITIZENSHIP AND AN INCREASED UNDERSTANDING OF CULTURAL DIFFERENCE
4. TO SERVE AS GOOD STEWARDS OF MID-PLAINS COMMUNITY COLLEGE RESOURCES
5. TO SUPPORT MID-PLAINS COMMUNITY COLLEGE STUDENTS IN PERSISTING TO ACHIEVE THEIR EDUCATIONAL GOALS

**HOUSING GOAL 1. - TO PROVIDE RESIDENTS WITH SAFE, COMFORTABLE HOUSING THAT ENABLES A QUALITY LIVING-LEARNING ENVIRONMENT**

<b>HOUSING GOAL 1 - K.P.I.</b>	<b>AQIP CATEGORY</b>	<b>GOAL</b>	<b>2015-16</b>	<b>2014-15</b>	<b>2013-14</b>	<b>2012-13</b>	<b>2011-12</b>
<b>1. COMPLETER REPORT – FULFILLED INDIVIDUAL NEEDS – HOUSING</b>	<b>2</b>	<b>3.8</b>	<b>COMING SOON</b>	<b>3.67</b>	<b>3.68</b>	<b>3.52</b>	<b>3.53</b>

**ANALYSIS**

- Trend through 2012-13 was in 3.53 range. 2013-14 saw significant increase in survey response to how well housing fulfilled student needs. In 14-15 Housing maintained that level of service.

**ACTION PLAN FOR NEXT YEAR:**

- Have made changes to the Housing Programming Model to encourage social and educational events done regularly throughout the year.
- Instituted Student Interest Survey at Reg Days to identify what student interests are and use data to direct programming options.
- Will look toward educational model for sanctions assessed for upon Code of Conduct violations and away from a financial sanction model at all locations.

<b>HOUSING GOAL 2 - K.P.I.</b>	<b>AQIP CATEGORY</b>	<b>GOAL</b>	<b>2015-16</b>	<b>2014-15</b>	<b>2013-14</b>	<b>2012-13</b>	<b>2011-12</b>
<b>1. HOUSING SURVEY Q9 – HOW WAS YOUR OVERALL EXPERIENCE LIVING IN YOUR RESIDENCE HALL (4.0 SCALE)</b>	<b>2</b>	<b>3.3</b>	<b>3.16</b>	<b>3.14</b>	<b>3.10</b>	<b>3.10</b>	<b>3.12</b>
HALL BROOKS		<b>3.3</b>	<b>3.27</b>	<b>3.12</b>	<b>3.13</b>	<b>2.95</b>	<b>3.08</b>
CAMPUS NORTH PLATTE NORTH		<b>3.3</b>	<b>3.06</b>	<b>3.29</b>	<b>3.15</b>	<b>3.34</b>	<b>3.13</b>
CAMPUS NORTH PLATTE SOUTH		<b>3.3</b>	<b>3.06</b>	<b>3.11</b>	<b>3.04</b>	<b>3.15</b>	<b>3.16</b>

**ANALYSIS**



## Mid-Plains Community College Team Report

**Team Name: Student Life Housing**  
**Team Leader Name: Dr. Brian Obert**  
**Report Date: 6/20/16**

- Brooks Hall saw significant increase in overall living experience in 15-16. Likely result of renovation and staff changes. North Platte housing student satisfaction was down on both campuses.

### ACTION PLAN FOR NEXT YEAR:

- Brooks Hall has added a fresh coat of paint on the hallway walls and new laundry machines to replace a failing fleet.
- Will have an updated orientation for all incoming students to participate in. Expect this to improve resident satisfaction.
- Programming model has also been updated to expand programming options for students.
- Will use continue to use Student Interest Survey data and other surveys to target certain types of activities.

### HOUSING GOAL 2. - TO MAINTAIN UPDATED, CLEAN, AND APPEALING FACILITIES FOR RESIDENTS

HOUSING GOAL 3 - K.P.I.		AQIP CATEGORY	GOAL	2015-16	2014-15	2013-14	2012-13	2011-12
<b>1. HOUSING SURVEY Q8 – MY RESIDENCE HALL FACILITIES ARE WELL MAINTAINED (4.0 SCALE)</b>		<b>2</b>	<b>3.35</b>	<b>3.13</b>	<b>3.22</b>	<b>3.21</b>	<b>3.13</b>	<b>3.16</b>
HALL	BROOKS		<b>3.35</b>	<b>3.19</b>	<b>3.10</b>	<b>3.15</b>	<b>2.95</b>	<b>3.01</b>
CAMPUS	NORTH PLATTE NORTH		<b>3.35</b>	<b>3.09</b>	<b>3.29</b>	<b>3.2</b>	<b>3.31</b>	<b>3.16</b>
CAMPUS	NORTH PLATTE SOUTH		<b>3.35</b>	<b>3.10</b>	<b>3.31</b>	<b>3.27</b>	<b>3.23</b>	<b>3.31</b>

### ANALYSIS

- Brooks Hall facilities upgrades and renovations made a difference in student satisfaction.





## Mid-Plains Community College Team Report

**Team Name: Student Life Housing**  
**Team Leader Name: Dr. Brian Obert**  
**Report Date: 6/20/16**

- Not sure about an explanation for North Platte decline in student satisfaction related to facility maintenance. Student feedback is that furniture is old and uncomfortable. Upgrades to North Campus housing and facilities should improve numbers for 2016-17.

### **ACTION PLAN FOR NEXT YEAR:**

- Encourage students to use the Fix My Room web form for maintenance and repairs.
- Review procedures related to damage charges.
- Add RA Programming on Room Cleaning and Laundry Room usage.
- Implement Residential Inventory Plan and put all items on a rotation plan to prevent heavily worn furniture being put into use.

### **HOUSING GOAL 3. - TO CREATE AN ENVIRONMENT THAT PROMOTES CITIZENSHIP AND AN INCREASED UNDERSTANDING OF CULTURAL DIFFERENCE**

<b>HOUSING GOAL 4 - K.P.I.</b>	<b>AQIP CATEGORY</b>	<b>GOAL</b>	<b>2015-16</b>	<b>2014-15</b>	<b>2013-14</b>	<b>2012-13</b>	<b>2011-12</b>
<b>1. COMPLETER REPORT – UNDERSTAND OTHER CULTURES</b>	<b>1</b>	<b>4.0</b>	<b>COMING SOON</b>	<b>4.07</b>	<b>3.85</b>	<b>3.91</b>	<b>3.85</b>

### **ANALYSIS**

- Student Life is in Year 2 of our Student Activities Programming Model. One of the three pillars of this model is programming to promote awareness and understanding of other cultures and viewpoints in the residence halls and on campus. I think the Model is making an impact. Will wait to see if we have a sustained trend in the 15-16 responses to this question.

### **ACTION PLAN FOR NEXT YEAR:**

- Continue the work to focus on more cultural understanding through passive programming and campus performances
- Continue to students to see the broader scope of what understanding others may include: gender, race, religion, SES, geography, sexuality, etc.
- Bringing more culture specific speakers to campus in 16-17.



## Mid-Plains Community College Team Report

**Team Name: Student Life Housing**  
**Team Leader Name: Dr. Brian Obert**  
**Report Date: 6/20/16**

### HOUSING GOAL 4 - TO SERVE AS GOOD STEWARDS OF MID-PLAINS COMMUNITY COLLEGE RESOURCES

HOUSING GOAL 5 - K.P.I.	AQIP CATEGORY	GOAL	2015-16	2014-15	2013-14	2012-13	2011-12
1. AVERAGE HOUSING OCCUPANCY PERCENTAGE (INCL. PARAMEDIC HOUSING) (FA W2+SP W16)/2	2 & 5	85%	80.3%	76.3%	71.2%		
HOUSING BROOKS HALL & PARAMEDIC		90%	96.2%	83.9%	70.1%		
CAMPUS NORTH PLATTE NORTH		75%	44.0%	52.6%	71.7%		
CAMPUS NORTH PLATTE SOUTH		85%	77.3%	77.6%	79.5%		

#### ANALYSIS

- McCook has seen significant gains in demand for housing and retention of residents Fall to Spring. Recent renovation and outstanding staff have helped with retention and occupancy.
- Low tech student enrollment and is a factor in low occupancy on North Campus. Demand for South Campus Housing increased and North Campus Housing demand decreased with opening of Health and Science Center.
- On North Campus, we attempted to bring Union Pacific students to North Campus housing. Response was very low despite NP Housing staff recruiting efforts.



## Mid-Plains Community College Team Report

**Team Name: Student Life Housing**  
**Team Leader Name: Dr. Brian Obert**  
**Report Date: 6/20/16**

- On South Campus, occupancy is consistent over the last 3 years. Offering 18 County Discount to increase interest in on-campus housing. Early response is positive, expect to gain 3-5 students we wouldn't have had in previous years.
- Spring Beginnings Discount gained North Platte 5 residents in the Spring.
- Implemented Online Contract and earlier housing sign-up for returning students. No previous data available for comparison, but increase in occupancy is expected Area-Wide.

### **ACTION PLAN FOR NEXT YEAR:**

- Will work to build stronger community connections in Housing, relying more on educational sanctions and less on financial sanctions.
- Will review existing student satisfaction data to identify opportunities to increase student retention in housing.
- Continue to Spring Beginnings and 18 County Discount in 2016-17.

**HOUSING GOAL 5. – TO SUPPORT MID-PLAINS COMMUNITY COLLEGE STUDENTS IN PERSISTING TO ACHIEVE THEIR EDUCATIONAL GOALS**

<b>HOUSING GOAL 6 - K.P.I.</b>	<b>AQIP CATEGORY</b>	<b>GOAL</b>	<b>2015-16</b>	<b>2014-15</b>	<b>2013-14</b>	<b>2012-13</b>	<b>2011-12</b>
<b>1. OFFICE OF INSTITUTIONAL RESEARCH &amp; PLANNING; PERSISTENCE DATA DATABASE - FALL TO SPRING STUDENT PERSISTENCE</b>	<b>1</b>	<b>85%</b>	<b>86.8%</b>	<b>77.4%</b>	<b>83.2%</b>	<b>81.4%</b>	<b>81.6%</b>

### **ANALYSIS**

- While Student Life is not solely responsible for persistence, Housing has more contact time with campus residents than any other department on campus giving our staff an opportunity to provide connections and support. Research has shown a positive correlation between student satisfaction with housing staff and facilities and student persistence. Given our contact time and the role we play in residents lives, Housing has a stake monitoring Fall to Spring Persistence.



## Mid-Plains Community College Team Report

**Team Name: Student Life Housing**  
**Team Leader Name: Dr. Brian Obert**  
**Report Date: 6/20/16**

### **ACTION PLAN FOR NEXT YEAR:**

- Continue to engage residents educationally, socially, and as members of a community through RA programs and through regular professional staff interactions. Will aim for 87.5% Fall to Spring Persistence in 2016-17.

### **REVIEW OF PRIOR YEAR (STRENGTHS)**

#### **1. What accomplishments outside of the K.P.I.s did the team have?**

- The housing team is continuing to partner with the Business Office to use Jenzabar to its capabilities, especially in entry of data and report usage.
- Collaborated with Information Services to create an Online Housing Contract. Estimate that about 40% of applications came to MPCC through this portal. Will look to get to 90% in 16-17.
- Have implemented some creative thinking and problem solving to address high housing demand in McCook and low housing demand in North Platte. Staff handled both situations well.
- Upgraded Accelerated Paramedic Housing in 15-16. Response to housing new housing has been positive.

### **GOALS FOR UPCOMING YEAR**

#### **1. Will any of the K.P.I. goals change and why?**

- We continue to review the Housing Survey process. Exploring sampling methodology for student surveys for North Platte students. no changes planned for McCook Survey methods. Do not believe this will impact KPI's.

#### **2. What are the major challenges the team faces (weaknesses)?**

- North Platte will be training a new Assistant Housing Director in Housing. Our current staff will be able to handle the challenges of planning training with a new Assistant Housing Director on hand.
- McCook continues to see housing demand increase. Will need to create a more comprehensive plan for housing in 17-18 in coordination with Admissions.
- Area-wide - Split campuses and differing educational philosophies create challenges and inconsistency. Will work to improve communication and cohesion between campuses.
- Area-wide - New video system coverage is not as complete as envisioned last summer. Would like to discuss additional cameras in coming years.



## Mid-Plains Community College Team Report

**Team Name: Student Life Housing**  
**Team Leader Name: Dr. Brian Obert**  
**Report Date: 6/20/16**

- North Platte - North Campus housing is being renovated but unrenovated units are still a challenge to sell to students. Have had complaints about mice and other pests in units. Concerns are addressed quickly, but once pests are seen, it become an ongoing issue.
- 3. McCook - Brooks Hall door locks are nearing end of life. Looking to replace locks in Summer of 17.

### OPPORTUNITIES

#### 1. What opportunities does the team envision?

- Changes in other departments and increasing inter-departmental collaboration should mean a higher quality experience for our residents. Student Life collaboration with Admissions (Orientation), Career Services and Financial Aid (OBE Fair), Learning Commons (Tutoring), and other departments has created richer opportunities for our students.
- North Platte – Building a on-campus relationship with RDAP creates more options for students seeking RDAP services and resources.
- Continued advances in data-informed decision making practices

### THREATS AND REQUESTS

#### 1. What outside threats can affect the results from this team over the next year?

- Furnishings and equipment degrade over time and create students dissatisfaction with facilities. Developing a comprehensive furniture/equipment replacement program will minimize this threat to student satisfaction. We are putting this plan in to action, on a limited basis, in 16-17.
- Occupancy requires that there is a critical mass of students seeking housing on-campus. While Housing does not control student interest, we do control housing policy. Policy change could increase housing occupancy by changing requirements for who must live on campus. A housing policy review may be a good idea.

#### 2. What special requests need to be considered by the College Cabinet?

- Implementing an annual budget line for regular replacement of residential furnishings and equipment will improve student satisfaction with facilities.
- Upgrades to door locks and video equipment will improve security on campus and minimize risk to safety of our students.
- Possibility of expediting North Campus Housing renovation, especially with vacant units in the Fall and Spring.



## Mid-Plains Community College Team Report

Team Name: Learning Resource Center  
 Team Leader Name: Sky Seery  
 Report Date: 7.13.16

### Department Roles (3-5):

1. Assist patrons in locating and using appropriate print and electronic library resources.
2. Assist patrons with technology issues and connectivity.
3. Assist patrons with making copies, printing, scanning, and general campus FAQ.
4. Provide IDs to all college employees, students, Consolidated Management employees, and visitors.
5. Provide 1:1 and classroom Library Instruction sessions to educate patrons on information literacy.

#### Goal 1. - Supporting information literacy

K.P.I. #1	AQIP CATEGORY	GOAL	2015-16	2014-15	2013-14	2012-13	2011-12
Door counts - #1 driven by all other KPIs	1 & 5	40,000 MC 50,000 NP	37,213 MC 37,369 NP	38,307 MC 41,987 NP	34,790 MC 50,958 NP	26,295* MC 40,558 NP	34,613 MC n/a NP
Database usage (searches)	1 & 5	100,000	102,949	88,195	75,511	58,659	n/a
Print circulation checkouts	1 & 5	4,000	4,587	3481	3885	994	242
Ebooks circulation (searches)	1 & 5	10,000	5,498	9628	4430	7718	670



## Mid-Plains Community College Team Report

**Team Name:** Learning Resource Center  
**Team Leader Name:** Sky Seery  
**Report Date:** 7.13.16

<b>Library Instruction sessions</b>	1 & 5	<b>220</b>	708	207	57	71	n/a
<b># books read on own _ CCSSE report</b>	1 & 5	<b>3</b>			1.91	n/a	n/a

**ANALYSIS:** The statistics have started to even out as we now have a clearly defined statistics collection process and form. We also have door counters in place and the process established to ensure year-year statistics are equally measurable. Overall the resources are being used more often and the door counts are down slightly for North Platte LRC, but McCook continues to go up. Circulation numbers continue to climb. The numbers reflect an increase of 20,000 database searches from the previous year. Library instruction sessions have grown. The number reflected includes classroom and individual sessions on both campuses.

**ACTION PLAN FOR NEXT YEAR:** Incorporate some evening activities such as Blackboard/CampusWeb training, game nights, and movie nights to provide relaxation and training time for students. Our evening counts are low and we are looking to increase the usage of the LRCs at night. We are also working with faculty to develop course specific LibGuides to support finding and using LRC resources online and in the classroom.

Continue to evaluate the electronic resources to ensure we are providing good resources that are being utilized. Continue redeveloping the print collection with weeding and purchasing to match our needed subject areas.

### Goal 2 - Growing relationships with faculty to assist in realigning library services with curriculum needs

K.P.I. #2	AQIP CATEGORY	GOAL	2015-16	2014-15	2013-14	2012-13	2011-12
<b># Of LibGuides (pathfinders)</b>	2 & 5	<b>40</b>	19	14	10	5	1
<b>Faculty survey (adjunct &amp; FT)</b>	2, 5 & 6	<b>55 RESP</b>	59 RESP	N/A	N/A	N/A	N/A
<b>Faculty requests for materials/form</b>	2 & 5	<b>\$1000</b>	\$812.41	\$1,494	\$920	N/A	N/A

**ANALYSIS:** The faculty requests have been very successful and provide an outlet for faculty to request materials. Last year we were able to fill all faculty requests which included books and DVDs. LibGuides continue to grow.

**ACTION PLAN FOR NEXT YEAR:** Continue to expand LibGuides working with faculty for subject specific LibGuides. Run the first faculty survey of LRCs. Evaluate the faculty requests to see if we need additional funding for this item. Continue with working with Music departments on cataloging items and checking out materials through the library.

**Goal 3 - Establish the library as the campus support /information center**

K.P.I. #3	AQIP CATEGORY	GOAL	2015-16	2014-15	2013-14	2012-13	2011-12
Increase stats for non-library related questions	2 & 5	300	947	187	N/A	N/A	N/A
Add Blackboard and CampusWeb training	2 & 5	10	0	0	N/A	N/A	N/A
Library H3lp chat	2 & 5	300	189	239	99	39	21

**ANALYSIS:** The number of non-library related questions asked is encouraging. Library staff are aware of campus events in order to serve those who ask questions. Evening Blackboard/CampusWeb training did not see any use the past year. Library chat number is down slightly, but still used by students.

**ACTION PLAN FOR NEXT YEAR:** Blackboard/CampusWeb evening sessions will be scrapped. We will continue with evening events such as board games, coloring books and puzzles. We hope to add special events throughout the year to get students and faculty in the libraries.

**Goal 4 - Evaluating, maintaining, and building a quality print/online collection to support research and curriculum needs**

K.P.I. - #4	AQIP CATEGORY	GOAL	2015-16	2014-15	2013-14	2012-13	2011-12
New Print Purchases	4 & 5	\$5,000	\$1,463	\$5,791	\$3269	\$5539	\$2872
Review age of collection – purchase new print materials (avg age of books)	4 & 5	1980 MC 1995 NP	1977 MC 1989 NP	1977 MC 1989 NP	1956 MC 1986 NP	1956 MC 1986 NP	N/A





## Mid-Plains Community College Team Report

**Team Name:** Learning Resource Center  
**Team Leader Name:** Sky Seery  
**Report Date:** 7.13.16

**ANALYSIS:** The age is increasing slightly for NP and greatly for MC. Continuing review of ebook collection and magazines.

**ACTION PLAN FOR NEXT YEAR:** Continue to evaluate and bring in new materials to increase checkouts. We will create displays for print materials. Continue to work with the vendors on resource planning and providing the best possible resources.

### Goal 5 - Providing all students with ease of access to all library materials; print and electronic

K.P.I. #5	AQIP CATEGORY	GOAL	2015-16	2014-15	2013-14	2012-13	2011-12
Patron upload statistics	1, 2 & 5	8000	5,209	7149	7557	128	N/A
LibGuides views	1 & 5	6,000	4,583	5348	3206	2337	N/A

**ANALYSIS:** The automated system for student upload to our ILS is consistent and problem-free. We've had several untimely upgrades, but library staff work with MPCC students and faculty to prepare them for this ahead of time. The LibGuides are a great resource that are currently under-used.

**ACTION PLAN FOR NEXT YEAR:** Continue to evaluate the upload process for efficiency. Continue to develop LibGuides and content. Expand the use of LibGuides to faculty needs.

### REVIEW OF PRIOR YEAR (STRENGTHS)

- 1. What accomplishments from the last year does the team feel really proud?** Database usage continues to increase. The number of Library Instruction sessions (groups and 1-on-1) has increased. Both locations have noticed a rise in circulation of materials. Started the Learning Commons merge.



## Mid-Plains Community College Team Report

**Team Name:** Learning Resource Center  
**Team Leader Name:** Sky Seery  
**Report Date:** 7.13.16

- 2. What accomplishments outside of the K.P.I.s did the team have?** Completed the pricing project within our ILS. Inventoried collections, updated call numbers and MARC records. Expanded services and hours to assist with move-in, Orientation and North Campus NP. Successful training and implementation of the library holds in Jenzabar by library staff. Consistently expanding our databases available to patrons within budget limits. Presenting at state and regional conferences on various library and management topics. Involved in numerous library committees, organizations, and cohorts to stay current and up-to-date on library trends and future issues. We collaborate with our peer institutions and share knowledge and data to assist each other and to balance our services.

### GOALS FOR UPCOMING YEAR

- 1. Will any of the K.P.I. goals change and why?** We track a great deal of statistical information in the library. KPIs don't have to change but tracking these additional data sets allows for a change if our priorities change. No changes are expected at this time.
- 2. Are there any specific team goals for the next year to try to influence the K.P.I.s?**
- We want to make a book purchase for both campuses that will not only bring up the age of the collection but provide new material for patrons.
  - We are focusing on student/faculty outreach and finding ways to support the curriculum outside of our physical locations. This may mean mobile library locations around campus at different times of day.
- 3. What are the major challenges the team faces (weaknesses)?** Physical separation of the LRCs and SSCs. The merge into the Learning Commons and our two departments will take time, working with all closely and keeping open communication with all.



## Mid-Plains Community College Team Report

**Team Name:** Learning Resource Center  
**Team Leader Name:** Sky Seery  
**Report Date:** 7.13.16

### OPPORTUNITIES

#### 1. What opportunities does the team envision?

- Working more closely with faculty to expand our services and link up via blackboard and DL courses to our online services. Expanding more services to the extended campuses. Growing our LibGuides to include faculty development will help us learn needs of curriculum.
- Participating in the Retention Summit, the AQIP committees, Summer Bridge, Orientation, and the Engaged Learning Team are great opportunities to help improve Nontraditional students', part-time students', and academically challenged students' outcomes.
- Growing

### THREATS

#### 1. What outside threats can affect the results from this team over the next year?

- The high costs of electronic resources continue to rise. As more library information becomes available electronically only, we continue to be forced to move that direction. And some of the databases have a 5-7% yearly increase built into the contracts signed previously. We can't maintain a status quo budget when paying at least 5% increase each year for databases.
- We also face challenges with new technologies. We are constantly learning new technologies to better serve our patrons. And as a result of new technology, our ILS is constantly updating to improve services, so we have an on-going learning curve with the ILS. And we have to train and learn new information on a regular basis.



## Mid-Plains Community College Team Report

**Team Name:** Learning Resource Center  
**Team Leader Name:** Sky Seery  
**Report Date:** 7.13.16

### CABINET REQUESTS

**1. What special requests need to be considered by the College Cabinet?**

- Examine full-time/part-time ratios within the LRCs in NP and MC. There is a need for full-time in NP to mirror the full-time position MC. This would then leave 2 part-time positions in both locations. This could create balanced staffing in both locations and allow for more collaboration between the positions as far as duties are concerned.



## Mid-Plains Community College Team Report

**Team Name: Recruiting and Admissions**  
**Team Leader Name: Mindy Hope**  
**Report Date: 7/1/16**

### RECRUITING AND ADMISSIONS ROLES:

1. Increase new student enrollment.
2. Inform students in preparation for beginning college.
3. Provide collaboration college-wide for recruitment activities.

GOAL 1. – INCREASE NEW STUDENT ENROLLMENT										
1. K.P.I. / SCORECARD / JENZABAR REPORTS	AQIP CATEGORY	GOAL	2016-17	2015-16	2014-15	2013-14	2012-13	2011-12	2010-11	
2. INCREASE FIRST TIME FULL TIME ENROLLMENT	2	410	TBD	353	394	398	425	442	401	
3. INCREASE SATURATION RATES IN 18 COUNTY HS	2	35%		Still retrieving these #s from area schools						
4. INCREASE CAMPUS TOURS (8/25 – 8/25)	2	275		Goal=250 247	167	156	202			
<p><b>ANALYSIS:</b> For most of this year, we had a full recruitment team who either had experience from the previous year, or had been hired/trained in the dual “Enrollment Counselor” role. This proved to be beneficial in taking comprehensive program information out to area high schools and college/community fairs, as well as maintaining a steady relationship with prospective students from time of recruitment through admissions and enrollment. This was also our first year to have Recruitment Team Representatives partnering with each Academic Division, which provided the foundation for some very positive partnerships and recruitment initiatives which will carry over into the 16-17 school year.</p> <p><b>ACTION PLAN FOR NEXT YEAR:</b></p> <ul style="list-style-type: none"> <li>• More focused effort in improving relationships with HS Counselors (and/or other “gatekeepers” at each school)</li> <li>• Continued improvement of MPCC faculty involvement in recruitment efforts, examples include: <ul style="list-style-type: none"> <li>○ Continued growth of Recruiter/Division Chair relationships and Faculty collaboration throughout the year to improve communication, share ideas, and assist in getting faculty into area high school classrooms</li> <li>○ Involving MPCC faculty in more on-campus recruitment events (Reg Days, Group Tours, Open House events, Inter-High, FFA, etc.)</li> <li>○ Involving faculty in monthly “call nights”</li> <li>○ Providing effective call lists to Division Chairs/Faculty earlier in the semester and more frequently throughout the year. Include letter/email templates, call scripts and other tools for them to utilize</li> </ul> </li> <li>• Continued improvement of the Campus Visit experience and enhanced Student Ambassador training/involvement</li> <li>• Improved response to online information requests</li> <li>• Continual training and growth of our high functioning recruitment team – utilizing their strengths for the most effective outreach</li> <li>• Purchasing of names from areas bordering our normal recruitment territory will assist in increasing ‘inquiries’ and conversion of inquiries to applicants</li> </ul>										



## Mid-Plains Community College Team Report

**Team Name: Recruiting and Admissions**  
**Team Leader Name: Mindy Hope**  
**Report Date: 7/1/16**

- Targeted mailings and email blasts to specific student populations – promoting programs / events
- 7-14 Initiatives, Improved Dual Credit conversations/partnerships & on-campus event partnerships with Career Services
- Early Scholarship Offers & Corresponding Mailing (Formal Certificate)
- Continued participation in “Apply to College Days” at area high schools (initiated last year by Education Quest)

### GOAL 2. – INFORM STUDENTS IN PREPARATION FOR BEGINNING COLLEGE

2 - K.P.I.	AQIP CATEGORY	GOAL	2016-17	2015-16	2014-15	2013-14	2012-13	2011-12	2010-11
1. SATISFACTION WITH OUTREACH/WHO HELPED ME MAKE THE DECISION (RECRUITER PLAYED A ROLE) From Entering Student Survey	2	90%	TBD	87%	85.6%	85.6%			
2. STUDENTS SERVED DURING REGISTRATION DAYS	2	250		166	164	209			
3. STUDENTS ATTENDING OPEN HOUSE EVENTS	2	35 / 55		MCC = 27 NPCC = 48					

**ANALYSIS:** With the switch to “Enrollment Counselors” – potential students now spend more time with “recruiters” and are better served because of the comprehensive process from inquiry to enrollment, as well as the one-on-one attention.

**ACTION PLAN FOR NEXT YEAR:**

- Continued partnering and early planning with Marketing Team – to create & utilize best possible materials for recruitment



## Mid-Plains Community College Team Report

**Team Name: Recruiting and Admissions**  
**Team Leader Name: Mindy Hope**  
**Report Date: 7/1/16**

- Registration Day events continue to improve each year with more involvement from faculty, as well as key departments. Students/parents are reaping the benefits and sharing their appreciation for the quality of the event, as well as the thorough information they are receiving.
- Our first Open House events were successful last year and we plan to improve on those – hosting both earlier in the fall so as to maximize relationships built during the events
- 7-14 Initiatives, Improved Dual Credit conversations/partnerships & on-campus event partnerships with Career Services  
 Will also help in educating students/parents & counselors at an earlier stage in their post-secondary decision making

### GOAL 3. – PROVIDE COLLABORATION COLLEGE WIDE FOR RECRUITMENT ACTIVITIES

3 - K.P.I.	AQIP CATEGORY	GOAL	2015-16	2014-15	2013-14	2012-13	2011-12	2010-11
1. INTERNAL CUSTOMER SERVICE SURVEY	2	3.8	3.96	3.37	N/A	N/A	N/A	N/A

**ANALYSIS: Partnerships with Academic Divisions proved helpful in creating positive relationships and successful initiatives this year. Our team also worked to share plans, recruitment activity and outcomes more effectively on an area-wide basis this year.**

**ACTION PLAN FOR NEXT YEAR:**

- Enhanced partnerships with Academic Divisions
- Continued improvement in sharing departmental plans, actions and outcomes area-wide. This will include a database or portal showing interdepartmental plans with area schools & businesses, emails and newsletters sharing goals, events, college fair & high school visit updates, “scorecards” showing numbers of schools visited and students contacted, individual & group tours, etc.





## Mid-Plains Community College Team Report

**Team Name: Recruiting and Admissions**  
**Team Leader Name: Mindy Hope**  
**Report Date: 7/1/16**

		<ul style="list-style-type: none"> <li>• Faculty will be encouraged to join in more on-campus recruiting events – and their involvement in such events will be tracked (i.e. Reg Days, Open Houses, Group Tours, Sports Nights for area high schools, Inter-High, Tech Fairs, etc.)</li> <li>• Current recruitment events are being evaluated for areas of improvement and new events will be added this year</li> <li>• Extended Campuses will be receiving additional support and better communication through:             <ul style="list-style-type: none"> <li>○ Event Options (Tech Days, Reg Days, Orientation)</li> <li>○ The email/newsletter updates and Division Chair Partnerships - increasing knowledge of activities and accomplishments</li> <li>○ Visits from the Admissions/Recruiting Coordinator each semester to discuss ideas/needs</li> <li>○ Shared give-away items and marketing materials</li> </ul> </li> </ul>

### REVIEW OF PRIOR YEAR (STRENGTHS)

**1. What accomplishments outside of the K.P.I.s did the team have?**

- Full implementation of the “Tech” Enrollment Counselor Position
- Streamlined and more efficient daily admissions processes – and continuation of training/consulting in Jenzebar
- Creation of Acceptance “packets” vs. prior letter
- Improved Campus Visit Experiences and organized group visits which include time with faculty and hands-on activities.
- Full implementation of the dual Enrollment Counselor Roles
- Began conversations with faculty to open doors for shared recruitment ideas, strategies, partnerships, goals and efforts
- Better communication and planning with the marketing department
- More in-depth conversations with students/parents, from initial recruiting phase to parent sessions at Reg Days, to better prepare them for success
- Cross-training in many areas to better serve students



## Mid-Plains Community College Team Report

**Team Name: Recruiting and Admissions**  
**Team Leader Name: Mindy Hope**  
**Report Date: 7/1/16**

### GOALS FOR UPCOMING YEAR

**1. Will any of the K.P.I. goals change and why?**

The above goals are on target overall. However, for some, we are still figuring out what the specific number goals should be.

**2. What are the major challenges the team faces (weaknesses)?**

- Continued need for updated Website – overall look and effective info for recruitment and admissions
- Keeping up with extensive outreach to large number of students, while still managing advising/admissions daily work and event management

### OPPORTUNITIES

**1. What opportunities does the team envision?**

- Taking advantage of a fully-staffed, highly motivated and talented team to increase overall outreach
- Purchasing of names to increase the target market
- Continued improvement of the Admissions and “On-Boarding” Process
- Continued Jenzabar Consulting to best utilize tools, streamline processes and improve tracking/reporting
- 7-14 Initiatives / Improved partnerships with Career Services at on-campus events and with Dual Credit outreach/education/advising
- Increased “leads” with improved response to online information requests

### THREATS AND REQUESTS

**1. What outside threats can affect the results from this team over the next year?**

- Demographics and high school populations

**2. What special requests need to be considered by the College Cabinet?**

- Continued encouragement of faculty to join in recruitment efforts – as their influence is such a key factor in students’ decision making.



## Mid-Plains Community College Team Report

**Team Name:** Student Life Student Activities and Student Organizations  
**Team Leader Name:** Dr. Brian Obert  
**Report Date:** 6/20/16

### **STUDENT ACTIVITIES AND STUDENT ORGANIZATIONS (SA/SO) GOALS:**

1. TO CREATE A VIBRANT CAMPUS EXPERIENCE FOR MPCC STUDENTS BY PROVIDING OPPORTUNITIES FOR STUDENTS TO CREATE AND PARTICIPATE IN NUMEROUS, QUALITY STUDENT ACTIVITIES AND ORGANIZATIONS
2. TO OFFER PROGRAMS THAT PROMOTE 1) SOCIAL ENGAGEMENT, COMMUNITY BUILDING, & MPCC TRADITIONS; 2) HEALTH, WELLNESS, & INTRAMURAL ACTIVITIES; AND 3) LEADERSHIP, CITIZENSHIP, & UNDERSTANDING CULTURAL DIFFERENCES
3. TO SERVE AS GOOD STEWARDS OF MID-PLAINS COMMUNITY COLLEGE RESOURCES
4. TO SUPPORT MID-PLAINS COMMUNITY COLLEGE STUDENTS IN PERSISTING TO ACHIEVE THEIR EDUCATIONAL GOALS

**SA/SO GOAL 1. - TO CREATE A VIBRANT CAMPUS EXPERIENCE FOR MPCC STUDENTS BY PROVIDING OPPORTUNITIES FOR STUDENTS TO CREATE AND PARTICIPATE IN QUALITY STUDENT ACTIVITIES AND ORGANIZATIONS**

<b>SA/SO GOAL 1 - K.P.I.</b>	<b>AQIP CATEGORY</b>	<b>GOAL</b>	<b>2015-16</b>	<b>2014-15</b>	<b>2013-14</b>	<b>2012-13</b>	<b>2011-12</b>
<b>1. STUDENT ACTIVITIES AND STUDENT ORGANIZATIONS ANNUAL REPORT - AVERAGE NUMBER OF ACTIVITIES AVAILABLE PER WEEK – COMBINED</b>	<b>2</b>	<b>16</b>	<b>14.1</b>	<b>14.1</b>			
MCCOOK		<b>7.75</b>	<b>7.4</b>	<b>7</b>			
NORTH PLATTE		<b>7.75</b>	<b>6.7</b>	<b>7</b>			
EXTENDED CAMPUSES		<b>.5</b>	<b>0.0</b>	<b>.1</b>			

**ANALYSIS**

- No accurate data available. This data will allow Student Life to assess the number of student activities available to MPCC students.

**ACTION PLAN FOR NEXT YEAR:**

- Use data from 2015-16 to establish goals for 16-17
- Look to identify and market off-campus community events to MPCC students

<b>SA/SO GOAL 1 - K.P.I.</b>	<b>AQIP CATEGORY</b>	<b>GOAL</b>	<b>2015-16</b>	<b>2014-15</b>	<b>2013-14</b>	<b>2012-13</b>	<b>2011-12</b>
<b>1. STUDENT ACTIVITIES AND STUDENT ORGANIZATIONS ANNUAL REPORT – AVERAGE RATING OF EVENT SURVEY RESPONSE, “IT WAS WORTH MY TIME TO ATTEND THIS EVENT”. (5.0 SCALE)</b>	<b>2</b>	<b>4.0</b>	<b>XX</b>				
MCCOOK		<b>4.0</b>	<b>XX</b>				
NORTH PLATTE		<b>4.0</b>	<b>XX</b>				
EXTENDED CAMPUSES		<b>4.0</b>	<b>XX</b>				

**ANALYSIS**

- No accurate data available. This data will allow Student Life to assess the quality of student activities available to MPCC students.

**ACTION PLAN FOR NEXT YEAR:**

- Use data from 2015-16 to establish goals for 16-17
- Will use Student Interest Survey Data to tailor programming to student interests.

SA/SO GOAL 1 - K.P.I.	AQIP CATEGORY	GOAL	2015-16	2014-15	2013-14	2012-13	2011-12
1. CCSSE 9E. PROVIDING THE SUPPORT YOU NEED TO THRIVE SOCIALLY	2	2.5	N/A	2.37	N/A	2.36	N/A

**ANALYSIS**

- Nearly each of our more active Student Organizations went on a conference this year. Will push them to do more on-campus programs as well.

**ACTION PLAN FOR NEXT YEAR:**

- Work to have Student Organizations create more programs on campus in 15-16
- Continue to use Student Senate to implement this transparent, student-driven process to allocate funds for student organization campus events and conference travel.
- Require one representative from each student organization at each Student Senate meeting as a prerequisite for funding.

SA/SO GOAL 2. - TO OFFER PROGRAMS THAT PROMOTE 1) SOCIAL ENGAGEMENT, COMMUNITY BUILDING, & MPCC TRADITIONS; 2) HEALTH, WELLNESS, & INTRAMURAL ACTIVITIES; AND 3) LEADERSHIP, CITIZENSHIP, & UNDERSTANDING CULTURAL DIFFERENCES

SA/SO GOAL 2 - K.P.I.	AQIP CATEGORY	GOAL	2015-16	2014-15	2013-14	2012-13	2011-12
1. STUDENT ACTIVITIES AND STUDENT ORGANIZATIONS ANNUAL REPORT – TOTAL NUMBER OF PROGRAMS OFFERED AREA-WIDE (INCLUDES ATHLETICS, RA EVENTS, AND INTRAMURALS)	2	290	XX				

SOCIAL ENGAGEMENT, COMMUNITY BUILDING, & MPCC TRADITIONS PROGRAMS OFFERED (INCLUDES ATHLETICS AND RA EVENTS)		190	XX				
HEALTH AND WELLNESS PROGRAMS & INTRAMURAL ACTIVITIES PROGRAMS OFFERED (INCLUDES RA EVENTS)		70	XX				
LEADERSHIP, CITIZENSHIP, & UNDERSTANDING CULTURAL DIFFERENCES PROGRAMS OFFERED (INCLUDES RA EVENTS)		30	XX				
<b>ANALYSIS</b>							
<ul style="list-style-type: none"> <li>No accurate data available. This data will allow Student Life to assess the number of student activities available to MPCC students.</li> </ul>							
<b>ACTION PLAN FOR NEXT YEAR:</b>							
<ul style="list-style-type: none"> <li>Using Social Media, Weekly Newsletters, Kiosks, and other tools, ensure marketing is done well for each event.</li> <li>We will seek to bring the Programming Model into balance by bringing more Leadership, Citizenship, and Understanding Cultural Difference events in 16-17</li> <li>In 15-16, MPCC will add an event to the spring calendar designed to be open to all MPCC campuses and, space permitting, the local high schools and public.</li> </ul>							
<b>SA/SO GOAL 3 - TO SERVE AS GOOD STEWARDS OF MID-PLAINS COMMUNITY COLLEGE RESOURCES</b>							
<b>SA/SO GOAL 3 - K.P.I.</b>	<b>AQIP CATEGORY</b>	<b>GOAL</b>	<b>2015-16</b>	<b>2014-15</b>	<b>2013-14</b>	<b>2012-13</b>	<b>2011-12</b>
<b>1. STUDENT ACTIVITIES AND STUDENT ORGANIZATIONS ANNUAL REPORT – FUNDS ALLOCATED BY STUDENT SENATE TO STUDENT ORGANIZATIONS – AREA-WIDE</b>	<b>2 &amp; 5</b>	\$30,000	XX				
MCCOOK		\$12,000	XX				
NORTH PLATTE		\$18,000	XX				
<b>ANALYSIS</b>							
<ul style="list-style-type: none"> <li>A good first year. Advisors and organizations are more aware of what is available to them now than in year's past.</li> </ul>							
<b>ACTION PLAN FOR NEXT YEAR:</b>							
<ul style="list-style-type: none"> <li>Will take advantage of the traction gathered this year to allocate entire budget in 16-17</li> </ul>							



## Mid-Plains Community College Team Report

**Team Name:** Student Life Student Activities and Student Organizations  
**Team Leader Name:** Dr. Brian Obert  
**Report Date:** 6/20/16

- Will push organizations to request more funds for campus events

### SA/SO GOAL 4. – TO SUPPORT MID-PLAINS COMMUNITY COLLEGE STUDENTS IN PERSISTING TO ACHIEVE THEIR EDUCATIONAL GOALS

SA/SO GOAL 4 - K.P.I.	AQIP CATEGORY	GOAL	2015-16	2014-15	2013-14	2012-13	2011-12
1. OFFICE OF INSTITUTIONAL RESEARCH & PLANNING; PERSISTENCE DATA DATABASE - FALL TO SPRING STUDENT PERSISTENCE	1	85%	XX	77.4%	83.2%	81.4%	81.6%

#### ANALYSIS

- While Student Life is not solely responsible for persistence, Student Life has more contact with residential students than any other body on campus. In playing such a large role in student's lives we have a large stake in the persistence of our residents.

#### ACTION PLAN FOR NEXT YEAR:

- Continue to engage residents through student activities and student organizations.

### REVIEW OF PRIOR YEAR (STRENGTHS)

#### 1. What accomplishments outside of the K.P.I.s did the team have?

- While our social programs have been successful in the past, there was little educational programming done. Student activities has taken on the task of developing our students outside of the classroom. Developing the Programming Model was the first step.
- The Student Life team has also taken on the task of reviewing the 14-15 Student Organizations program and making advisor suggested adjustments. Will roll out these changes prior to 15-16 year.



## Mid-Plains Community College Team Report

**Team Name:** Student Life Student Activities and Student Organizations  
**Team Leader Name:** Dr. Brian Obert  
**Report Date:** 6/20/16

### GOALS FOR UPCOMING YEAR

<sup>a</sup>  
**1. Will any of the K.P.I. goals change and why?**

- Very likely, yes. This is the first year where we are being purposeful in implementing our student activities and student organizations goals. Some norming of expectations will take place once we determine the gap between expectations and practice. Expectations will continue to be high, but we want to ensure they are achievable.

**2. What are the major challenges the team faces (weaknesses)?**

- Costs in bringing in performers is high in our rural location. We will continue to work to minimize costs by stacking bookings (McCook at 6pm and North Platte at 9pm) and by highlighting RA events, Student Organization events, intramurals, and community events.
- With a relatively low FTE, keeping active student organizations can be difficult. We will continue to encourage faculty and staff to support student organizations.

### OPPORTUNITIES

**1. What opportunities does the team envision?**

- Using the in house and community events, activities, and resources at hand to ensure students understand, "if you are bored, it is because you want to be".
- Continued advances in data-informed decision making practices

### THREATS AND REQUESTS

**1. What outside threats can affect the results from this team over the next year?**

- Student Orgs are successful because of quality advisors. I'd like to encourage some of our faculty members to advise an old organization or create a new one. I fear we are losing advisors in the next couple years that may be tough to replace.
- Student activities can get stale. We will look to find fresh new ideas for student programs and take some chances on new programs and ideas.

**2. What special requests need to be considered by the College Cabinet?**

- It may be worth increasing the compensation to student organizations advisors. If there are other means of incentivizing student organization advisorship, it might help increase the number of student organizations on campus.
- Consider a yearly cost of living increase to the Student activities budget. Performer costs rise with inflation. Our activities line item should as well.





## Mid-Plains Community College Team Report

**Team Name: Student Success Center**  
**Team Leader Name: Kristi Salestrom**  
**Report Date: 9/16/2016**

### **STUDENT SUCCESS CENTER GOALS:**

1. TO PROVIDE QUALITY ACADEMIC SUPPORT SERVICES TO MPCC STUDENTS.
2. TO SUPPORT MPCC STUDENTS IN THEIR PERSISTENCE TOWARD DEGREE COMPLETION.
3. TO PROVIDE QUALITY SERVICE TO STUDENTS AND INTERNAL PARTNERS
4. TO ASSIST MPCC STUDENTS IN THEIR TRANSITION TO COLLEGE LIFE

**STUDENT SUCCESS CENTER GOAL 1. – TO PROVIDE QUALITY ACADEMIC SUPPORT SERVICES TO MPCC STUDENTS**

<b>STUDENT SUCCESS CENTER GOAL 1 - K.P.I.</b>	<b>AQIP CATEGORY</b>	<b>GOAL</b>	<b>2015-16</b>	<b>2014-15</b>	<b>2013-14</b>	<b>2012-13</b>	<b>2011-12</b>
<b>1. STUDENT-TUTOR CONTACT HOURS (ON-SITE)</b>	<b>1</b>	<b>408</b>	<b>556.64</b>	<b>392.37</b>	<b>530.59</b>	<b>151.3</b>	<b>473.61</b>
<b>2. STUDENT-TUTOR CONTACT HOURS ON-LINE</b>	<b>1</b>	<b>1000</b>	<b>600</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>
<b>3. CCSSE 4G: HOW OFTEN DID YOU TUTOR OR TAUGHT OTHER STUDENTS (PAID OR VOLUNTARY) (4.0 SCALE)</b>	<b>2</b>	<b>2.0</b>		<b>1.46</b>		<b>1.42</b>	
<b>4. CCSSE 9B: HOW MUCH DOES THIS COLLEGE EMPHASIZE PROVIDING THE SUPPORT YOU NEED TO HELP YOU SUCCEED AT THIS COLLEGE (4.0 SCALE)</b>	<b>2</b>	<b>3.2</b>		<b>3.07</b>		<b>3.04</b>	
<b>5. CCSSE 13.1D: HOW OFTEN DO YOU USE PEER OR OTHER TUTORING (3.0 SCALE)</b>	<b>2</b>	<b>1.60</b>		<b>1.43</b>		<b>1.37</b>	

**ANALYSIS**

- This is a category where we have not had accurate measurements in the past as each location tracks their data in different ways, i.e., electronically and paper-pencil
- An attempt to track data electronically was made, but we discovered that paper/pencil gave more accurate data.
- This was the first year tracking on-line tutoring & the collection of data was not consistent because different reports were used throughout the year. This can be improved by deciding on which reports have the correct data and pulling them consistently. If the company can provided a number of charged hours per semester this would improve the accuracy of the data.
- The data for student-tutor contact hours reflects only NPCC numbers at this time.

**ACTION PLAN FOR NEXT YEAR**

- We will establish one person as the on-line tutoring contact to track and record more accurate data & promote the on-line service.
- We will continue to establish a baseline data to track contact hours for both on-site and on-line tutoring
- We plan to continue to work with faculty to make sure they are aware of the SSC services and encourage them to promote the services
- We will begin after-hours tutoring on campus to provide more tutoring options for students.



## Mid-Plains Community College Team Report

**Team Name: Student Success Center**  
**Team Leader Name: Kristi Salestrom**  
**Report Date: 9/16/2016**

- We will work to ensure that NPCC & MCC are providing the same services using the same procedures in preparation for the new Learning Commons.

### STUDENT SUCCESS CENTER GOAL 2 - TO SUPPORT MPCC STUDENTS IN THEIR PERSISTENCE TOWARD DEGREE COMPLETION.

STUDENT SUCCESS CENTER GOAL 2 - K.P.I.	AQIP CATEGORY	GOAL	2015-16	2014-15	2013-14	2012-13	2011-12
1. % OF TOTAL GRADES OF A,B,C OR D,F,W (FALL TERM#S)	1	85	80	82	80	81	79
2. FIRST DAY NO SHOWS	2	NA	241	272			
3. EARLY ALERTS	2	NA	169	134			
4. FALL TO FALL FT RETENTION %	2		60	59	53	55	50
5. FALL TO FALL PT RETENTION %	2		44	32	35	23	34

**ANALYSIS**

- While collecting data consistently improved, analyzing the data was more difficult because we did not track individual student success. We found that results from FDNS & EA data were not providing useful data on student success.

**ACTION PLAN FOR NEXT YEAR**

- We will work to ensure that NPCC & MCC are providing the same services using the same procedures in preparation for the new Learning Commons
- **Administrative Drop is a new initiative in place this year**
  - We will be constantly looking at ways to track the numbers to make better strides toward retention
  - We will evaluate or assess the data collected: how many students dropped, withdrew, failed, or were successful
  - We improve our process so that the end result is that students are successful

**6. STUDENT SUCCESS CENTER GOAL 3. – TO PROVIDE QUALITY SERVICE TO STUDENTS AND INTERNAL PARTNERS**

STUDENT SUCCESS CENTER GOAL 3 - K.P.I.	AQIP CATEGORY	GOAL	2015-16	2014-15	2013-14	2012-13	2011-12
1. SSC REPORT – STUDENT SUCCESS CENTER SERVICE SURVEY – COMPLETERS REPORT (5.0 SCALE)	2	4.0		4.17	3.85	3.91	3.85
2. INTERNAL CUSTOMER ENGAGEMENT SCORE	2	4.0	4.02	4.0			
3. SSCCE 13.2D: HOW SATISFIED ARE YOU WITH PEER OR OTHER TUTORING (3.0 SCALE)	2	2.3		2.20		2.05	

**ANALYSIS**

- We need to measure our effectiveness in serving the students and supporting the faculty

**ACTION PLAN FOR NEXT YEAR:**

- We will begin by first surveying the students during the course of each semester
- Because faculty buy-in is paramount, we will get feedback from them



## Mid-Plains Community College Team Report

**Team Name: Student Success Center**  
**Team Leader Name: Kristi Salestrom**  
**Report Date: 9/16/2016**

### STUDENT SUCCESS CENTER GOAL 4 - TO ASSIST MPCC STUDENTS IN THEIR TRANSITION TO COLLEGE LIFE

STUDENT SUCCESS CENTER GOAL 4 - K.P.I.	AQIP CATEGORY	GOAL	2015-16	2014-15	2013-14	2012-13	2011-12
1. SSC REPORTS -	2						
“GO-TO” MENTORING	2				NA	NA	NA
RETENTION SUMMIT	2						

#### ANALYSIS

- Although some changes were made in the “Go-To” initiative this year but did not work as well we had hoped, so positive changes need to be made
- Retention Summit had been restructured to better focus on the needs of our student population, we were on the right track, but we lacked follow-through.

#### ACTION PLAN FOR NEXT YEAR:

- We will initiate a new approach to building relationships with our student population.
- Continue broadening and improving upon the goals of the Retention Summit committee

### REVIEW OF PRIOR YEAR (STRENGTHS)

#### 3. What accomplishments outside of the K.P.I.s did the team have?

- LRC, Disability Services, Math and writing were made available on the North Campus
- Online tutoring services offered beginning fall of 2015
- Dialogue began regarding forming the new The Learning Commons concept.
- We began the restructure for the Learning Commons staff (i.e. creating & learning the new roles) in order to begin initiation of the new Learning Commons.



## Mid-Plains Community College Team Report

**Team Name: Student Success Center**  
**Team Leader Name: Kristi Salestrom**  
**Report Date: 9/16/2016**

### GOALS FOR UPCOMING YEAR

- 1. Will any of the K.P.I. goals change and why?**
  - Online tutoring tracking numbers will improve
  - Administrative Drop & Withdraw/Persistence calls to yield results in order to become proactive
  - We will need to find a way to measure the effectiveness of the new mentoring approach
  
- 2. What are the major challenges the team faces (weaknesses)?**
  - Consistently employ quality on-site tutors
  - Getting buy-in from faculty for tutoring , both on-site and on-line
  - Developing and defining mentoring plan
  - Buy-in for the new approach to mentoring
  - Buy-in for the new Learning Commons

### OPPORTUNITIES

- 1. What opportunities does the team envision?**
  - Continued advances in data-informed decision making practices
  - Implement survey throughout school year to assess effectiveness of SSC
  - Working with the LRC & SSC staffs to form The Learning Commons
  - Cross-training the staff The Learning Commons
  - Moving forward with the physical plans for the Learning Commons



## Mid-Plains Community College Team Report

**Team Name: Student Success Center**  
**Team Leader Name: Kristi Salestrom**  
**Report Date: 9/16/2016**

### THREATS AND REQUESTS

- 1. What outside threats can affect the results from this team over the next year?**
  - Changes in legislative mandates toward education
  - Recruiting challenges
    - Increase in student enrollment: challenge for the SSC to maintain
    - Decline in student enrollment: usage of SSC numbers fall
- 2. What special requests need to be considered by the College Cabinet?**
  - Funding the physical changes that are needed to create the Learning Commons (technology, structural, staff)