Student Support & Services Task Force

Task Force Update Summary

Thursday, October 27, 2011
Student Support and Services areas of focus for the upcoming semester

Registration Work Stream

1. **Design a new Model for Registration**
   - Understand Fall 2011 registration changes and impact
   - Explore possibility of adding deadlines or student registration in waves (priority registration)
   - Understand what other institutions are doing
   - Design a new registration timeline
   - Multi-lingual registration for Adult Education

2. **Registration Policy Review**
   - Who may register online
   - Negative-impact registration holds
   - Payment policies
   - In-progress prerequisites
   - Permissions
   - Policy gaps and communication

3. **Research Online Registration Technology**
   - Online registration adoption
   - Registration errors evaluation
   - Support Adult Education web-based application delivery

4. **Registration Change Management/Communications**
   - Work flow management
   - Institution impact assessment
   - Change management materials
   - Communications plans
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**College Advising Work Stream**

1. **Design a new Model for College Advising**
   - Touch points and check points across the student lifecycle (i.e. trigger events)
   - Explore group advising models
   - Evaluate Early Alert processes
   - Cover both Adult Education and credit populations
   - Examine the role of the Transition Specialist
   - Includes the role of Faculty advising/mentor (where appropriate)
   - Covers specialization approach for advisors
   - Evaluate internal information sources supporting College Advising
   - Focus on College Advisor indoctrination, on-boarding, and training topics
   - Review College Advisor performance evaluation

**Career and Pathways Work Stream**

1. **Career and Pathways Support**
   - Evaluate City Colleges new student orientation processes
   - Evaluate what other institutions are doing
   - Identify new student orientation best-practice alternatives in online, face-to-face, and convocation models
   - Determine how we create a roadmap of success for students to transfer into careers
   - Analyze how we can work with Chicago employers to create opportunities for our students bridging gap between CCC students and employment opportunities
   - Evaluate career centers at all City Colleges
   - Develop formalized process for career advisement and model of success
   - Integration of career centers/advising and transfer centers/advising