

**Rio Grande Community College
2016-2018 Completion Plan**

CONNECTION: Enhance communication between students and stakeholders.				
Improvement Focus Description: Improve communication between internal stakeholder groups (resident and commuter students) and discipline specific external Advisory Councils.				
Improvement Focus Current Status: Since Rio Grande is both a commuter and resident campus, it is challenging to communicate effectively with all of its student constituent groups.				
Improvement Focus Objective: Rio Grande seeks to improve communication for all student groups and between faculty and program specific Advisory Councils.				
Strategy/Initiative: <i>What will we do differently? What are the actions steps for intervention?</i>	Leadership /Others: <i>Title of who is responsible/ titles of individuals needed to support or bolster change</i>	Outcome Indicator: <i>What will be our outcome indicator of success?</i>	Metrics: <i>How will we measure success?</i>	Timeline: <i>What is our timetable?</i>
Employ a student engagement coordinator to plan, organize, and coordinate student engagement programs	VP Student & Administrative Affairs (RGCC); Student Engagement Coordinator	1-increase %age of student contacts 2-increase engagement opportunities for students 3-development of a second year experience program	1-use 2015-16 as baseline here 2-increase by 10% 3-established second year experience	1-end of May 2017 2-end of May 2017 3-established by August 2017
Make better use of Program Advisory Councils	Provost; Academic Deans; School Chairs; Program Directors	Minutes indicate substantive dialog that informs change	All advisory committees will meet 2X during the 2016-17 academic year	June 30, 2017

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SUCCESSFUL FIRST-YEAR ENTRY: Transition students into college in a way which fosters persistence throughout the first year				
Improvement Focus Description: Help Rio Grande students acclimate to college from first contact through year one.				
Improvement Focus Current Status: Rio has various offices including Admissions, Financial Aid, Records, and Advising, along with faculty working to onboard students. These different entities sometimes are unaware of what others are doing.				
Improvement Focus Objective: Develop a new model for onboarding students.				
Strategy/Initiative: What will we do differently? What are the actions steps for intervention?	Leadership /Others: Title of who is responsible/ titles of individuals needed to support or bolster change	Outcome Indicator: What will be our outcome indicator of success?	Measure: How will we measure success?	Timeline: <i>What is our timetable?</i>
Revise onboarding <ul style="list-style-type: none"> ➤ Develop a new model for onboarding and advising that includes completion coaches that function as transitional advisors from acceptance through commencement 	VP Student & Administrative Affairs; VP Marketing & Enrollment Management; Director of Financial Aid; Registrar; Dir of Student Success	Creation of a Student Success Team	Student Success Team Identified	Feb 1, 2017
Review and adopt new placement assessment tools <ul style="list-style-type: none"> ➤ Accurately determine remediation free status of all incoming students: Math Piloting Hawkes, English using holistic essay 	English faculty, Math faculty Director of Student Success	Fewer students needing Co-req coursework	10% reduction in students needing Co-req coursework	FY 2016-2017
Utilize co-req model for remediation in English and mathematics <ul style="list-style-type: none"> ➤ Create & use co-req models for dev ed English and dev ed mathematics 	English faculty, Math faculty Director of Student Success	Co-req remediation model piloted and scaled across the institution	Co-req remediation model scaled to 85% across the institution	English Spring 2017; Math Spring 2018

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<p>Pilot the use of guided pathways</p> <ul style="list-style-type: none"> ➤ Embed co-req remediation within guided pathways ➤ Develop a Quantitative Reasoning course for non-STEM disciplines 	<p>Provost, Academic Deans, School Chairs, Program Directors</p> <p>Math faculty</p>	<p>Pathways that embed co-req remediation</p> <p>Create QR course</p>	<p>Completed pilots</p> <p>QR course offered for registration</p>	<p>Pilots Spring 2017 & Fall 2017</p> <p>Pilot Spring 2018</p>
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STUDENT PROGRESS: Ensure that students are on-track, persistent, and progressing towards successful program of study completion.				
Improvement Focus Description: Program milestones and keeping students on track.				
Improvement Focus Current Status: Many programs have embedded milestones (gateway courses indicating how a student is progressing through the program but most are not clearly communicated to students in a formal manner.				
Improvement Focus Objective: Rio seeks to develop, where needed, and formalize specific program milestones and communicate them to students.				
Strategy/Initiative: What will we do differently? What are the actions steps for intervention?	Leadership /Others: Title of who is responsible/ titles of individuals needed to support or bolster change	Outcome Indicator: What will be our outcome indicator of success?	Measure: How will we measure success?	Timeline: <i>What is our timetable?</i>
Program Milestones ➤ Programs identify appropriate milestones	School Chairs; Program Directors	Each program will identify specific and appropriate student milestones	Each program has appropriate student milestones.	December 1, 2016
Missed Program Milestones ➤ intrusive advising for those students not meeting program milestones	Advising Office; Dir of Student Success; Completion Coaches; Faculty Advisors	Program Coaches/Advisors will meet with students not meeting program milestones	Program Coaches/Advisors met with students who did not meet program milestones	December 1, 2017

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STUDENT COMPLETION: Ensure awarding of a Certificate or Degree.				
Improvement Focus Description: Improve student planning for completion of certificate or degree.				
Improvement Focus Current Status: Many students wait until the last semester to complete a degree audit which sometimes causes more time to complete required coursework.				
Improvement Focus Objective: Rio Grande seeks to put in place a procedure in which students are required to complete an academic audit at least one year prior to graduation.				
Strategy/Initiative: What will we do differently? What are the actions steps for intervention?	Leadership /Others: Title of who is responsible/ titles of individuals needed to support or bolster change	Outcome Indicator: What will be our outcome indicator of success?	Measure: How will we measure success?	Timeline: <i>What is our timetable?</i>
Revise graduation advising/audit ➤ Require students to complete academic audit 1 year prior to graduation; for short-term certificates, require academic audit before the final term of study	Registrar	Fewer diplomas held due to deficiencies	5% decrease in held diplomas as compared to Spring Commencement, 2016	Begin data collection spring 2016, then ongoing

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WORKFORCE: Provide career exploration and advising, preparation for workforce entry/placement, and instruction in the usage of career placement tools to enhance career focus				
Improvement Focus Description: Workforce Development, Career Services and Student Career/Workplace Readiness.				
Improvement Focus Current Status: Rio Grande has a Workforce Development office and its career services is embedded in the New Student Advising, Testing, and Career Services.				
Improvement Focus Objective: Rio seeks to integrate Workforce Development with Career Services and improve students' career and workplace readiness.				
Strategy/Initiative: What will we do differently? What are the actions steps for intervention?	Leadership /Others: Title of who is responsible/ titles of individuals needed to support or bolster change	Outcome Indicator: What will be our outcome indicator of success?	Measure: How will we measure success?	Timeline: <i>What is our timetable?</i>
Integrate Workforce Development and Career Services <ul style="list-style-type: none"> ➤ Create career task force to devise integration plan 	Dir of Workforce Dev; Advising Office; Dir of Student Success	Establish career task force	Established task force	August 2016
Career/Workplace Readiness <ul style="list-style-type: none"> ➤ Develop career readiness/job search training modules (includes soft skills) 	Dir. Of Workforce Dev.; Dir of Student Success; Advising Office	Develop modules for soft skills, resume creation, interviewing skills	Established modules	October 2016
<ul style="list-style-type: none"> ➤ Dedicated kiosk for Ohio Means Jobs in Jenkins Center 	Dir. Workforce Dev.; Dir of Student Success; Advising Office	Establish kiosk for OMJ	Established kiosk	Spring 2016
<ul style="list-style-type: none"> ➤ Provide career advising as part of the first year experience 	Advising Office; Dir. Workforce Dev.; Dir of Student Success	Integrate career advising into first year experience	Career advising integrated into Y1E	August 2017

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OTHER: Provide accurate data in a timely manner in order to create a culture of evidence for continuous improvement.				
Improvement Focus Description: Improve Rio Grande’s data capacity.				
Improvement Focus Current Status: The institution presently lacks adequate institutional research support, and data is often lacking or inaccurate.				
Improvement Focus Objective: Establish a common data set with agreed upon definitions which will inform decision making.				
Strategy/Initiative: What will we do differently? What are the actions steps for intervention?	Leadership /Others: Title of who is responsible/ titles of individuals needed to support or bolster change	Outcome Indicator: What will be our outcome indicator of success?	Measure: How will we measure success?	Timeline: <i>What is our timetable?</i>
Build IR capacity ➤ Establish a common data set including agreed upon definitions	MIS; Provost; Academic Deans; Registrar; Dir of Student Success; HEI Liaison; VP Marketing & Enrollment Management	Rio has an agreed upon data report	Rio publishes the data set internally either monthly or bi-weekly (TBD based on data)	December 1, 2016. Begin disseminating Spring 2017