

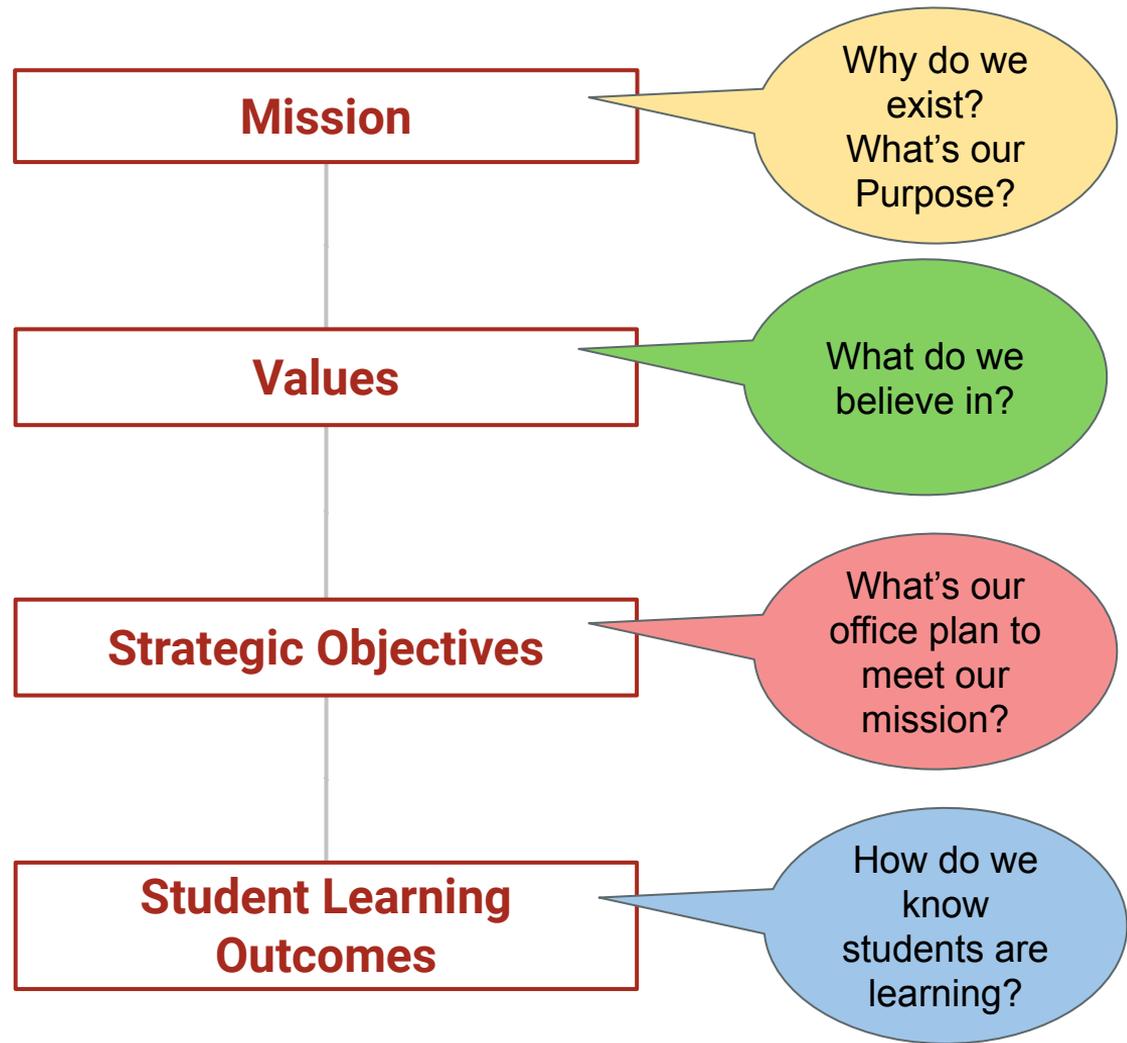
EOPS

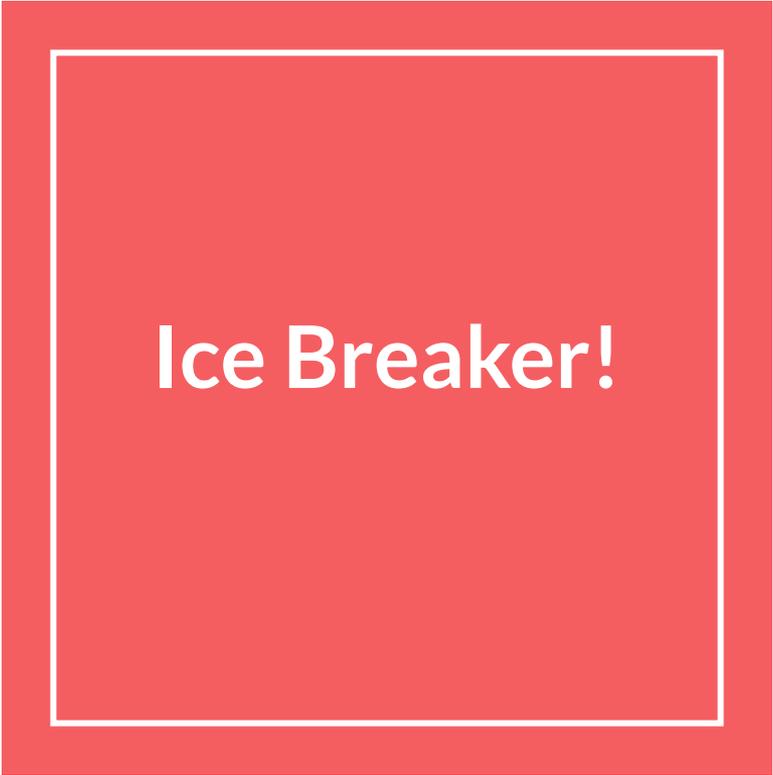
Retreat Day 2

Retreat Objectives

1. To finalize mission statement
2. To create value statements
3. To further refine SLO's
4. To brainstorm strategic objectives

Flowchart



A large red square with a white border, centered on a white background. The text "Ice Breaker!" is written in white inside the square.

Ice Breaker!

Group Agreements for today's discussion

Objective: To land on group agreements that allow us to effectively reach outlined objectives for today's retreat.

- **Speak up & step back:** Allow everyone an opportunity to participate. Be aware of equity of voices.
- **Stay on task:** Do our best to stick to schedule & use parking lot/bike rack for ideas we will come back to.
- **Respect:** Healthy disagreements are encouraged, as long as they are respectful.
- **Asset-Based:** Let's aim to be asset-based in our discussion today. Worries or past dramas can go on your concern cards or parking lot.
- **Self care:** Freedom to walk around, get food/drink, etc.
- **Be fully present:** If you need to take a call/respond to email, please do so outside
- Others?

Three C's: Cheers, Contemplations & Concerns

- I'm **cheering** about this...
- I'm **contemplating** this...
- I'm **concerned** about this...

As they come up, write them down throughout today

Three C's: Cheers, Contemplations & Concerns from 1st retreat (July 24)

I'm **cheering** about this...

- I am very excited that we are making progress creating a common up-to-date mission
- Solid start on SLO's
- I feel supported, we've needed this for a long time.

I'm **contemplating** this...

- I'm concerned about the move
- How will we collect data?

I'm **concerned** about this...

- Not having the resources to be able to track all the quantitative data to show our success.



**Mission
Statement
Activity**

Our Draft Mission Statement

Driven by equity and social justice, we provide a personalized connection for our students so they have the navigational capital to achieve academic success.

We enhance the student experience by offering real-time results and by holding them accountable.

We provide elevated services aimed to encourage, support, and empower them from entry to completion.

Mission Statement Activity

Does the statement:

- ★ Tell us why an department/unit exists?
- ★ Tell us what its overall goal is
- ★ Identify the goal of its operations
- ★ Tell us who you serve
- ★ Tell us how you aim to serve them
- ★ Would a student understand the wording?
- ★ Does it inspire you?

Voting Method

Take a sticky and vote on a scale of 1 to 3 (1 being positive, 3 being negative)

1: You **LOVE** it and you can live with it as it is written

2: You **LIKE** it but think that it needs more work: on the sticky note, say what needs to change

3: **AIN'T HAVIN' IT.** It needs to be totally re-written: on the sticky note, tell us why

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**Drafting
Values
Statements**

What Are Values? Why Are They Important?

- Fundamental **beliefs** upon which your office and its behavior are based.
- They are the **guiding principles** that your office uses to guide how we work together as well as its relationship with students.

Developing Values For Our Office

When you think of an **ideal work environment**, what words or phrases come to mind?

When you think of an **ideal student experience** from the moment they contact you - to the time they enter your office - receive services - exit - and follow up, what words or phrases come to mind?

Let's draft our own values

Values Fin Aid

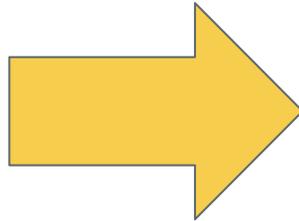
Objective: To draft value statements

- **Encouragement:** We proactively guide and encourage students so that more of them can afford college.
- **Trust:** We build trusting, supportive relationships with students as we help remove any financial obstacles that may stand in the way of them reaching their educational goals.
- **Collaboration:** We listen to all student needs and coordinate with other campus resources to ensure we connect them with services beyond financial aid.
- **Solution-based:** We enjoy working as a collaborative team to solve problems to provide the best student experience possible.
- **Rewarding:** We create a rewarding experience by offering customized services based on each student's unique circumstances.
- **Communication:** We are efficient and thorough in our communication to students and amongst each other.
- **Appreciation:** We recognize and appreciate each other's unique skill sets and value integrity, trust, and reliability.
- **Welcoming:** We work in a setting that is welcoming and fully resourced in order to provide the optimal student experience.

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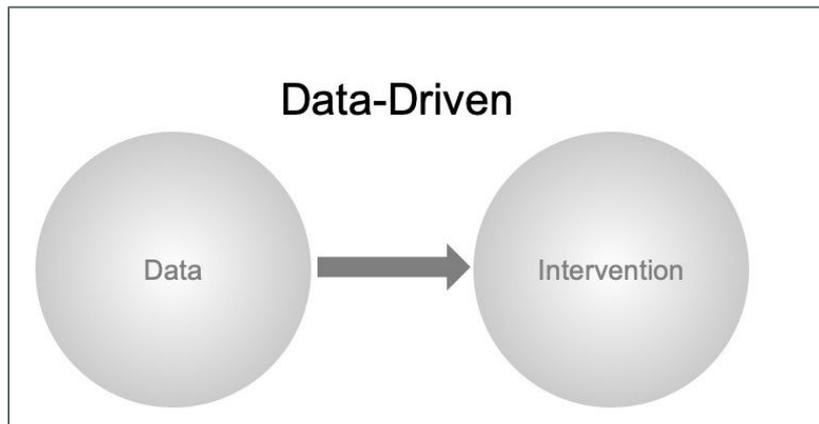
**Creating A
Data Informed
Culture**

How will we
know we are
meeting our
mission?

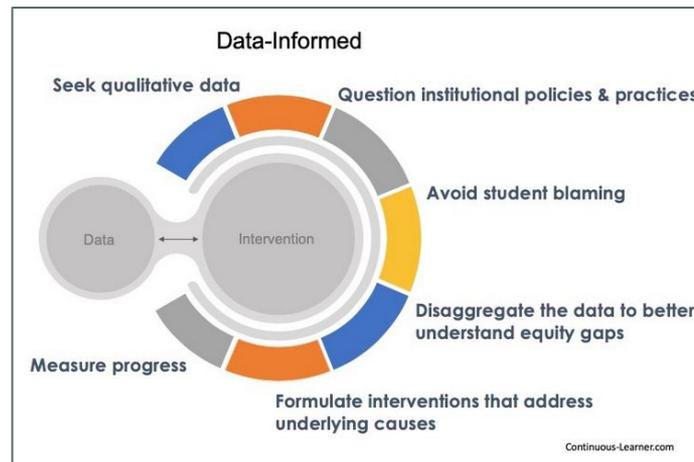


We need
data

Two Approaches To Data

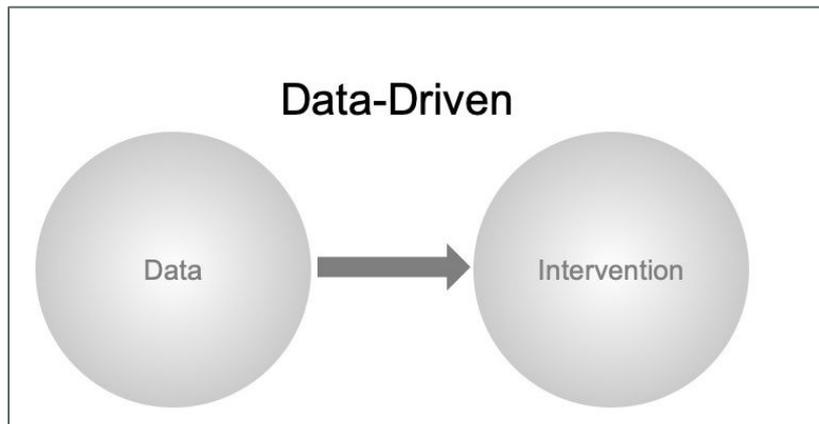


This is old school. We are done with this one.

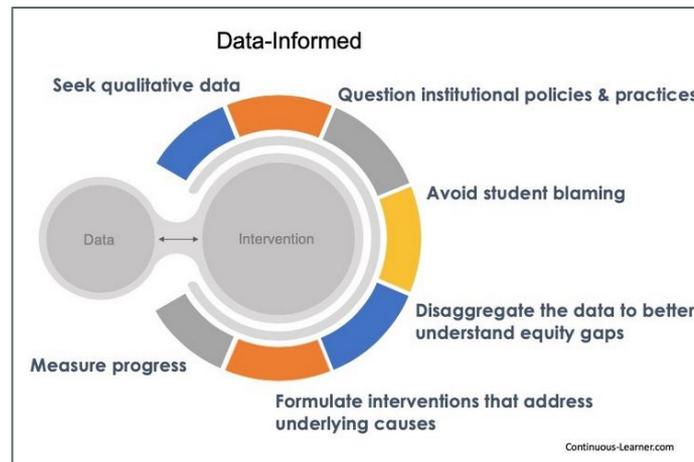


- A data-informed culture informs what critical questions need to be answered in order to get at the root of the problem.
- Deep analysis in equity gaps have managed to significantly reduce the amount of student blame and deficit-mindset thinking.
- Instead, we focus on policies and practices we can control and improve.
- Practitioners ask critical questions to get at the core of institutional barriers which foster inequitable outcomes and ultimately hinder student success.

Two Approaches To Data

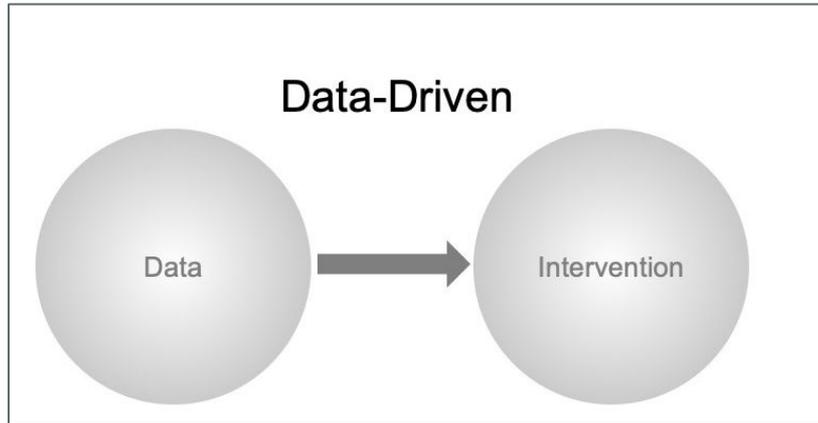


Visits to the math tutoring center are up. In addition, students are having longer tutoring sessions. Fantastic metrics! No changes needed.

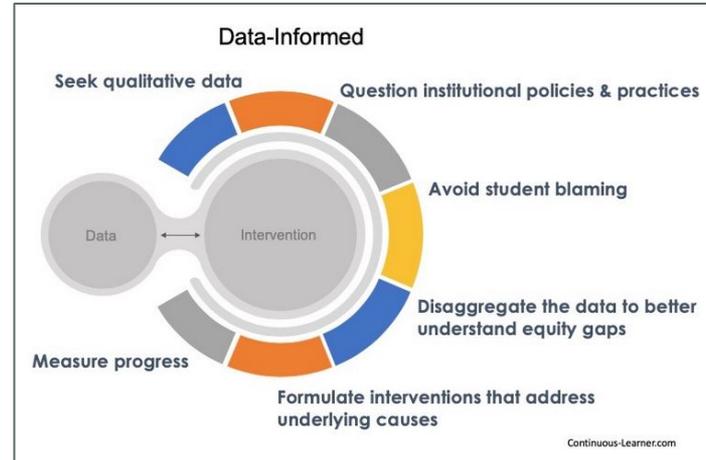


Math tutoring center metrics are up. Does that mean the tutoring center is having a positive impact on math course success rates for students participating in tutoring? Additional investigation shows minimal impact.

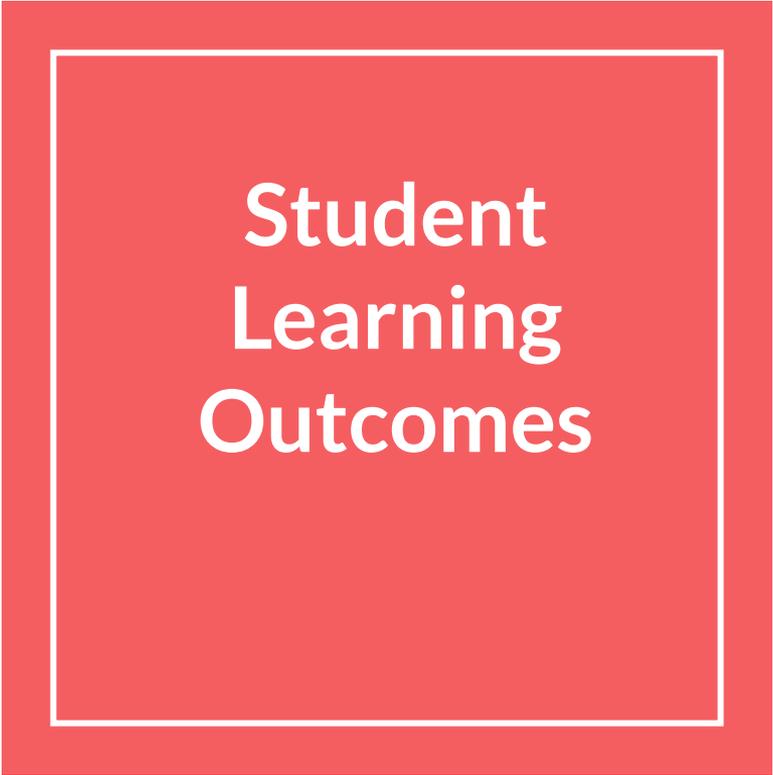
Two Approaches To Data



Enrollment is down by 15% compared to the previous year. We should increase marketing efforts via radio ads and increase outreach efforts to all feeder high schools.



Enrollment is down. Further investigation reveals that the Latina/o/x student population in the service area is 55%, and the college Latina/o/x student population is 27%. Furthermore, Latina/o/x student enrollment is down by 30% compared to the previous year and down roughly 15% with all other groups.

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**Student
Learning
Outcomes**

What is a Student Learning Outcome (SLO)?

Statements describing what students are expected to **know and/or be able to do** as a consequence of receiving the service provided by the student services area.

We need to complete SLO's for every service area for required program review.

SLOs should be **measurable, observable, and able to be demonstrated by the student**

Example of a Well Written SLO

Student Learning Outcome What do we want students to learn?	Service Delivery What services do we deliver?	Data Collection Method How will we know they learned it?
Ed Plan Counseling: Students will understand and identify the required courses needed to meet their educational goals.	<ul style="list-style-type: none">● In-person ed planning● Online ed planning	<ul style="list-style-type: none">● Post survey (paper & online)

Activity - Refining our SLO's

Student Learning Outcome What do we want students to learn?	Service Delivery What services do we deliver?	Data Collection Method How will we know they learned it?

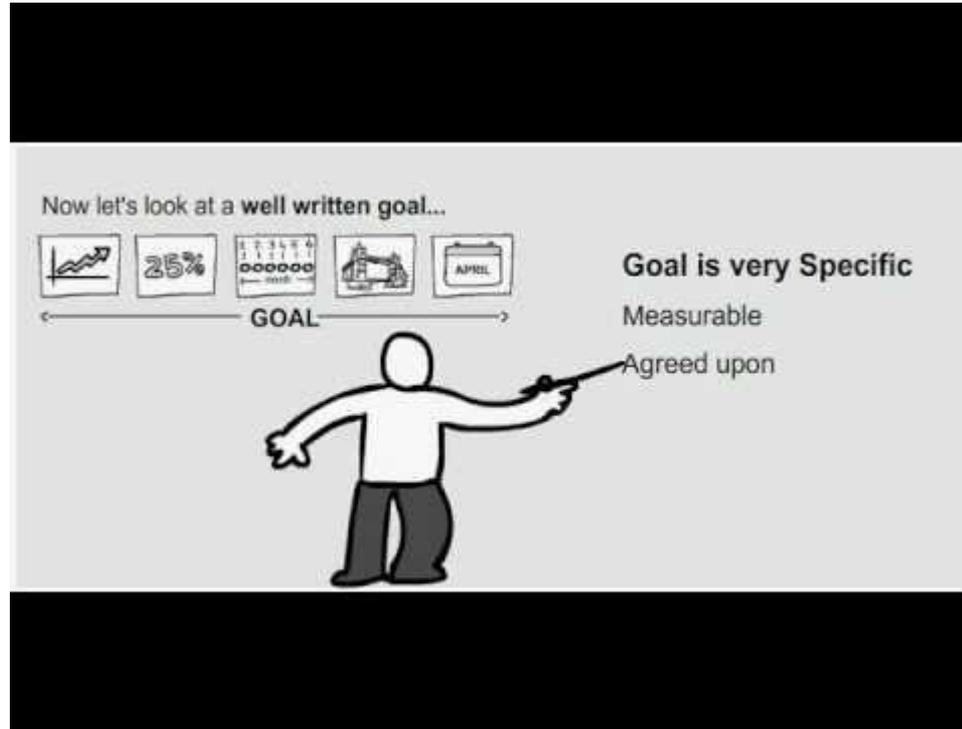
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Strategic Objectives

Strategic Objectives – What Are They?

- These are goals for the entire office to reach holistically. We use these to ensure we are meeting our mission.
- It's our office's organizational strategy.
- Having shared goals, gives us a strategy to all rally around, it boosts morale.
- If we truly want to serve students well, we need well written goals.

But How Do We Set Goals?



Goals must be...

- S**pecific
- M**easurable
- A**greed upon
- R**ealistic
- T**ime based

Strategic Objectives - Examples

Objective (Fin Aid Office)	Is it Specific?	How will we Measure it?	Is it Realistic?	By when should we accomplish it? (Timely)
Increase by 10% outreach and awareness efforts to support aid recipients and their families in making sound financial decisions by Spring 2020.	Yes - we will increase our outreach presentations by 10%. Last year we gave 100 presentations, this year we will give 110 presentations.	Number participants reached through outreach presentations	Yes - we will likely reach our goals because we will hire a new outreach coordinator.	By Summer of 2020
To ensure our website and distributed materials (including ppts, mass email communication messages) are clearly understood by students at all phases of the student aid life cycle by Fall of 2020.	Yes - we outlined specific distributed materials that need to be updated.	Student focus group, evaluate chatbot responses	Yes - we are hiring an additional outreach coordinator and will collaborate with the marketing office.	By Fall of 2020
To evaluate the quality of customer service across the entire student aid life cycle by Fall of 2020.	Yes - we will evaluate all our aspects of our customer service.	Post satisfaction survey (email and paper) on: quality of service; barriers with financial aid process.	Yes - we will work with IR to create an evaluation tool and process.	By Fall of 2020

Strategic Objectives

- **Step 1:** Brainstorm with a partner. Think of the areas that you work in - what goals would you like to have for that area of work?
- **Step 2:** As a group, let's agree upon major categories of work we want to develop goals for (examples: customer service, increased # of students who complete ed plans, increase EOPS students, etc)
- **Step 3:** Let's Draft SMART Goals!

What Are Our Next Steps?

- Mission will go on website
- Values will be refined at next staff meeting
- Team will present them at Feb. 6 Student Services Conference
- Laurie & April will work with I&R to develop plan for data collection & implementation starting in Jan.
- Laurie & April will finalize student learning outcome template to submit for program review.
- Before SLO's are finalized, team will be consulted.

Did We Reach Our Objectives Today?

1. To finalize mission statement
2. To create value statements
3. To further refine SLO's
4. To brainstorm strategic objectives

Three C's: Cheers, Contemplations & Concerns

- **Green:** I'm **cheering** about this...
- **Yellow:** I'm **contemplating** this...
- **Red:** I'm **concerned** about this...



Thank you!