

Student Engagement in Comprehensive Support Services

Previous	Current	Trend	Target	Rating
New Indicator: target, metrics & data to be developed in AY23				Initial

Mission Fulfillment Indicator (MFI) 7 measures the proportion of students who receive one or more comprehensive support services. Comprehensive student support services are defined as programs and services that support the needs of the whole student from first inquiry to degree completion. As a result of several rollouts to critical systems, there are some limitations on available data this year. However, in future years recently implemented software products will enable tracking and reporting of much richer and more detailed data about student engagement with services and support.

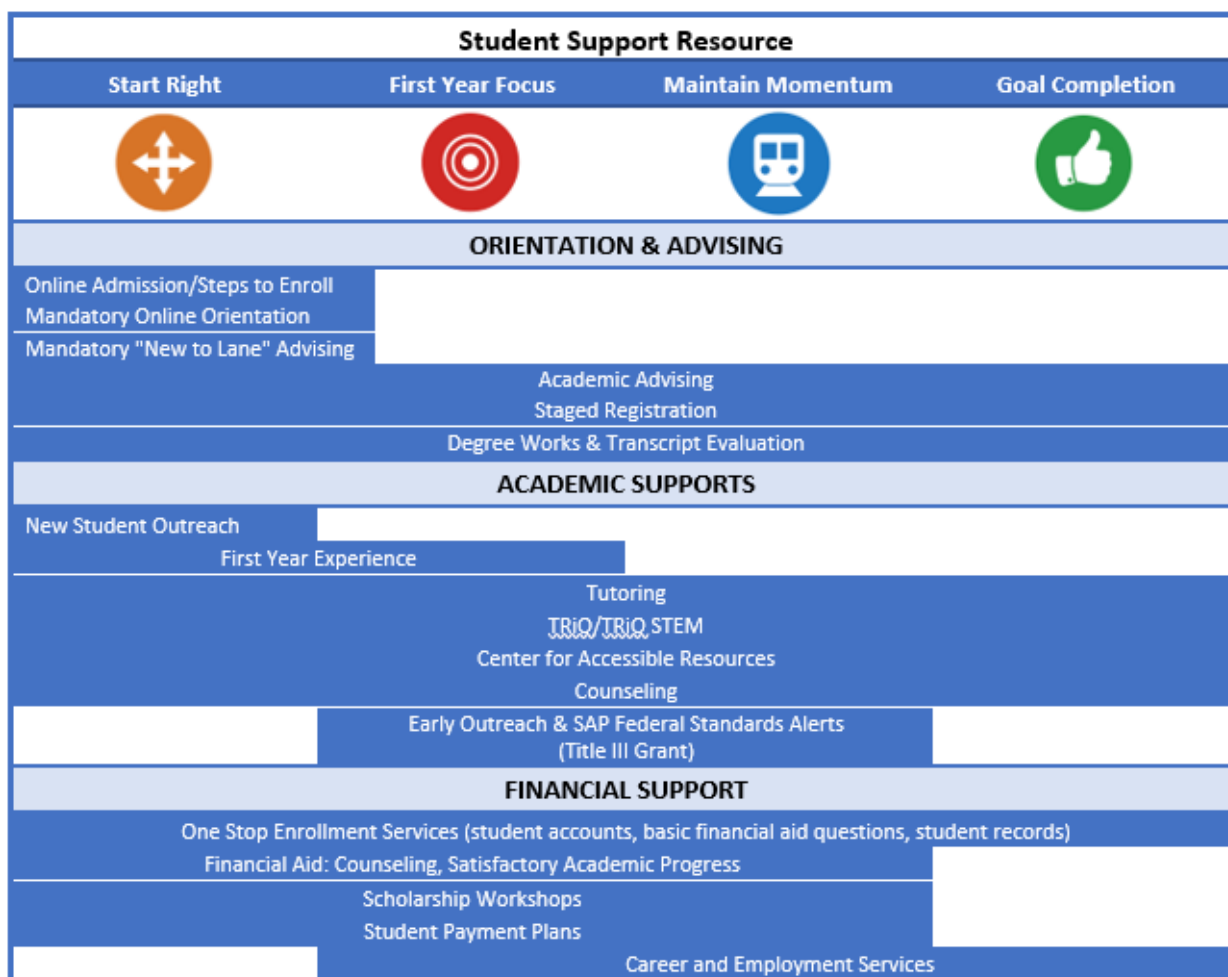


Figure 1: Student Support Services and Momentum Points Framework

Discussion

Lane Community College offers a wide variety of academic support services for students, including both general services for all students and specialized services for specific populations. During the 2021-22 Academic year, students had limited options for in person services and most classes were online. The Lane Support Hub was developed to help students connect with a variety of services in one easy-to-access

online space. As of September 2022, services have returned to providing full levels of in-person support, and most services continue to be available via the Lane Support Hub.

Advising: The Advising Department had multiple changes in the 2021-2022 academic year. Centralizing advising into one main area that is used by multiple departments has meant a smoother transition for students with soft handoffs between areas making it less stressful for the student population. Additionally, work began on changing all advisors to generalists to reduce waiting time for students and workloads for popular programs of study. .

Early Outreach: The Early Outreach program works proactively with students who have encountered academic or financial barriers towards completion of their certificate and/or degree. Early Outreach staff are trained as resource specialists and success coaches, and can connect you with campus resources and support.

Tutoring: Lane Community College provides free tutoring for all students, with specialized tutors and learning spaces for students in Computer Information Technology, STEM, Health Professions, and Business.

Center for Accessible Resources: CAR works with students and faculty to determine appropriate academic adjustments and services for students with disabilities and partners with the Lane campus community to provide education, resources, and support with an emphasis on Universal Design and inclusive environments.

TRIO SSS & TRIO STEM: These grant funded programs remained throughout 2020-2021 in order to serve students. These programs were impacted by a lack of classes and enrollment for students on campus, and its services and did not meet federal grant goals for the academic year.

Maxwell Student Veteran Center: The Maxwell Student Veteran Center was moved to a larger space on campus and expanded service offerings to include tutoring, advising and mentorship.

Scholarship Department and Career Center: The Scholarship Department was relocated to larger shared space with the First Year Experience program and Career Center.

Peer Mentors: Peer Mentors serve as positive role models and help students navigate Lane and connect with available resources.

Peer Comparisons

The accreditation process calls for evidence-informed self-reflection along with meaningful comparison against peers to provide a contextualized perspective on an institution's quality. Due to the unique composition of each college's student support systems, apples to apples comparisons for this metric are not available.

Lessons Learned & Next Steps

The College has implemented several, critical changes to systems in order to remove barriers and provide proactive support to students who are struggling. One example of the College's Early Outreach Program. Rather than placing students on academic alert for failing to meet academic progress standards, Early Outreach Staff are reaching out to at-risk students to provide resources that support their success.