Student Engagement in Comprehensive Support Services

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. 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.
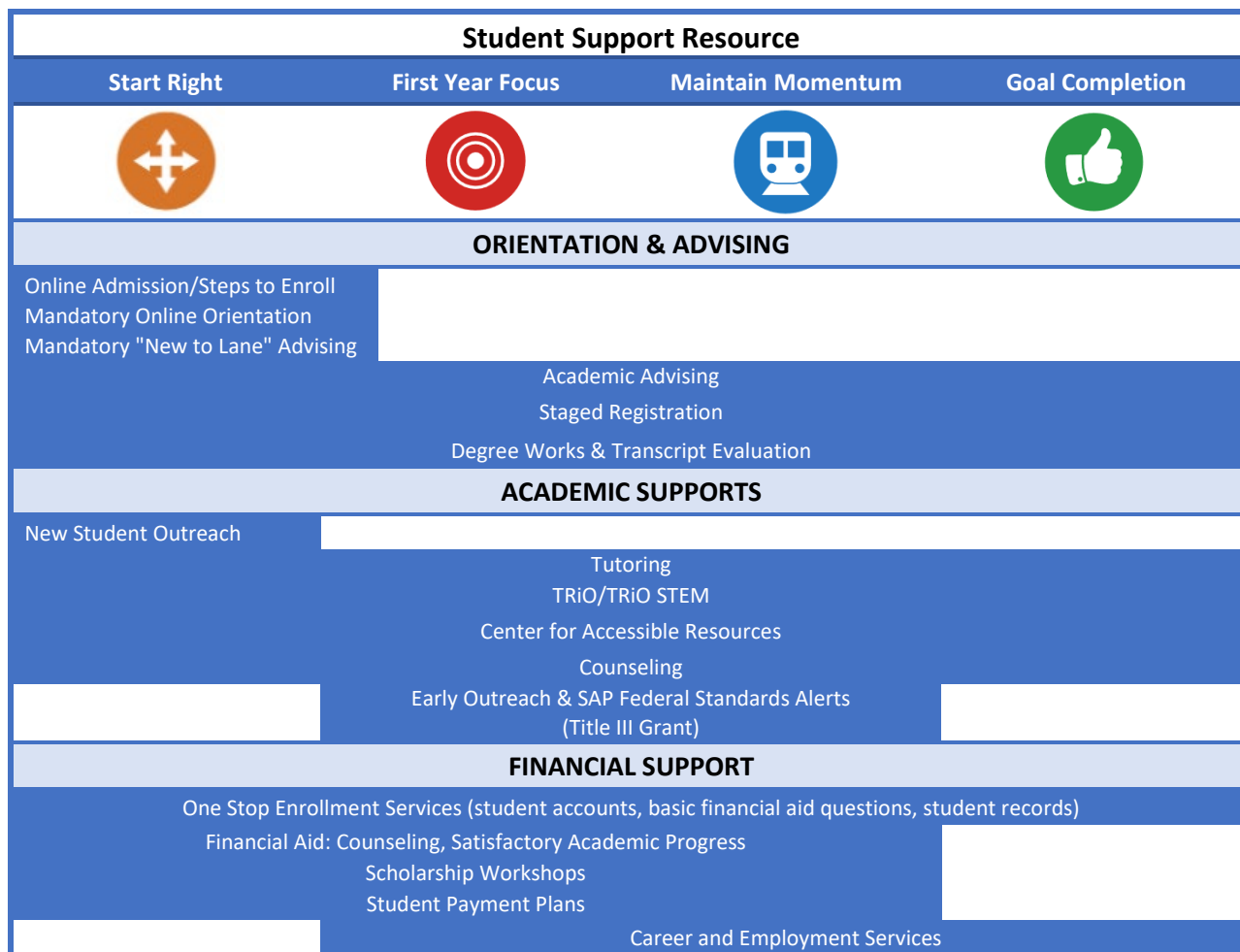
Student Support Resource			
Start Right	**First Year Focus**	**Maintain Momentum**	**Goal Completion**
ORIENTATION & ADVISING			
Online Admission/Steps to Enroll Mandatory Online Orientation Mandatory "New to Lane" Advising			
	Academic Advising		
	Staged Registration		
	Degree Works & Transcript Evaluation		
ACADEMIC SUPPORTS			
New Student Outreach			
	Tutoring		
	TRiO/TRiO STEM		
	Center for Accessible Resources		
	Counseling		
	Early Outreach & SAP Federal Standards Alerts (Title III Grant)		
FINANCIAL SUPPORT			
	One Stop Enrollment Services (student accounts, basic financial aid questions, student records)		
	Financial Aid: Counseling, Satisfactory Academic Progress		
	Scholarship Workshops		
	Student Payment Plans		
	Career and Employment Services		

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. For example, the Rites of Passage Program offers culturally responsive services for African American, Hispanic, Asian, and Native American students.

Advising: The Advising Department had multiple changes in the 2022-2023 academic year. Centralizing advising was implemented and all advisors were placed in one location. Advising, along with other departments became proficient in utilizing EAB Navigate. By utilizing this system, multiple departments are able to take and access notes that ensure student interests, goals, course selections, and Degree Plans are available and can inform future advising sessions.

Orientation: Lane is implementing online orientation, set to be rolled out in September 2023. It is anticipated that online advising will be mandatory for all students by Winter or Spring Term 2024 to ensure students are introduced to all the supports available to them at Lane CC.

Registration Days: 605 students have registered at in-person Registration Days events. These have been run by Advising and Enrollment Services and have added extra help and access to students.

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 students 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 supports 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 on campus the pandemic 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 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. An online orientation that will be mandatory for all students is currently under development. Registration Day events have been very successful and will continue in 2023-2024 with minor modifications to ensure scheduling and technology issues are mitigated.