**Unit Strategic Plan**

**2021-2023**

**Name of Program** Student Success Center

**Mission Statement**

The mission of the Student Success Center is the mission statement of Jefferson State Community College. The college is committed to providing accessible educational and workforce development programs through which students may obtain the skills and knowledge necessary to pursue their life's work and become educated members of society.

The Student Success Center will take a comprehensive, holistic approach to working with Jefferson State Community College students. Jefferson State Community College's Student Success Center operates under the philosophy of educating and engaging the whole person by addressing emotional, social, ethical, and financial insecurities. We aim to improve overall student success specific to retention and graduation. The Student Success Center will provide emergency grant assistance, access to mental health services, financial counseling, assistance referrals, and food pantry services.

Some services like the food pantry are accessible to non-JSCC students through our partnership with the United Way and the Central Alabama Food Bank.

**Summary of Access, Productivity, and Effectiveness**

Jefferson State Community College’s service area includes Chilton, Jefferson, Shelby, and St. Clair counties. The Student Success Center is physically located at the Jefferson Campus with a presence on all four campuses for student accessibility.

The program will serve the diverse student population at Jefferson State Community College with Campus based, remote, and hybrid services. Emergency grant requests are reserved for currently enrolled JSCC students, as is access to mental health services. The food pantry is available to both JSCC students and community members per our partnerships with the United Way and the Central Alabama Food Bank.

**Collection Analysis**

|  |  |  |  |
| --- | --- | --- | --- |
| Measures | Goals | 2021-2022 | 2022-2023 |
| 1. Total number of students reached | 1000 | 57 |  |
| 1. Total students receiving in-person services | 250 | 0 |  |
| 1. Total students accessing the online hub (Student Success Center website and TogetherAll) | 1000 | 0 |  |
| 1. Total students referred to other service providers | 100 | 57 |  |
| 1. Total students receiving food support | 100 | 0 |  |
| 1. Total students receiving financial grants for non-academic needs | 50 | 0 |  |
| 1. Total students receiving financial education | 50 | 0 |  |
| 1. Total students receiving other support services | 100 | 0 |  |
| 1. Fall-to-fall retention (of students reaching out to the Student Success Center) | 60% | N/A |  |
| 1. Fall-to-fall student retention (college-wide) | 57% | 51% |  |
| 1. Graduation rate (student reaching out to Student Success Center) | 25% | N/A |  |
| 1. Graduation rate (campus-wide) | 22% | 15% |  |
| 1. Percent of students serviced that are AA, Hispanic, Native, Pacific Islander, Asian, or two or more races | 50% | Will begin track 10/2022 |  |
| 1. Percentage of students that are low to moderate income (Pell Grant or other need-based grants) | 50% | Will begin tracking 10/2022 |  |

**2021-2022 Accomplishments**

**Internal Conditions**

**Technology**

The Student Success Center has computers, printers, and scanners on the Jefferson Campus. A listing of inventory is maintained by JSCC.

There is a conference area with monitor and computer access for workshops and programs specific to Student Success and related topics.

**Budget**

Funds are provided through grants from corporate grants, private donations, and funds from Jefferson State Community College’s Foundation.

**Staffing**

Staffing for the program consists of a full-time Director and a full-time Coordinator. This is supported by the Director of Career and Learning Services. Other staff may be hired as the program continues to grow.

**Facilities**

The Student Success Center is located on the first floor of Lurleen Wallace Hall at the Jefferson Campus of Jefferson State Community College. However, the Student Success Center serves all students.

The Student Success Center houses a food pantry that is accessible to Jefferson State Community College students. The Student Success Center solidified a partnership with the Community Food Bank of Central Alabama (CFBCA.)

**Considerations for the Development of Unit Strategic Plans**:

*1. What can be done to improve the operation of the unit?*

The Student Success Center will officially open in January 2023. The Director was hired in October 2022 and the Coordinator should be in place in January 2023. Center staff will continue to work with college representatives to improve the services provided by the Center. Expansion of services will be accomplished by developing a comprehensive online site that makes various resources available to students and community members at all locations.

*2. What are the desired Service Unit Outcomes for the unit?*

The Student Success Center will provide wrap-around support services previously not available to Jeff State students including emergency grant assistance, food support, access to mental health services, and case management services in a holistic approach to improve student success.

3. What equipment/resources are needed to accomplish unit goals and objectives?

Continued support from JSCC administration and the JSCC Foundation, as well as the communications team in marketing program services.

*4. Are there any goals or objectives that were not completed from the previous year that should be included in the new plan?*

The Student Success Center is a new service unit with fully functioning capabilities beginning in January 2023.

Unit Goals 2022-2023

**Goal 1:** The Student Success Center will provide wrap-around support to Jefferson State Community College students with services accessible to students on all four campuses.

**Measurable Objective:** Number of students reached by the Student Success Center.

**Method of Assessment:** Number of hits on the Student Success Center website, number of JSCC staff/faculty/other student referrals, number of calls, emails, services requests, and in-person contacts.

**Additional Funding Request:** None

**Goal 2:** At least 60% of the students reached by the student success center will continue their enrollment at JSCC (ex. Fall to Fall).

**Measurable Objective**: Percentage of students reached by the Student Success Center.

**Method of Assessment:** Percentage of students reached by the Student Success Center that are retained one semester after being reached.

**Additional Funding Request**: None

**Goal 3:** At least 50% of the students reached by the Student Success Center will graduate within nine semesters of being reached by the Student Success Center.

**Measurable Objective:** Percentage of students reached by the Student Success Center.

**Method of Assessment:** Percentage of students reached by the Student Success Center that graduate within two semesters of being reached by the Student Success Center.

**Additional Funding Request:** None