

2016-17 STUDENT AFFAIRS Assessment Report



2016-17 Student Affairs Assessment Report

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2016-17 Student Affairs Assessment Report

When you look at the #s it is easy to see we are moving on up! Here are some of the basics:

- 67% fall to fall retention for first time, full time students. This puts us at the top of our peer institutions.
- 4.09 – overall graduate survey satisfaction which is also an increase showing us that students see better service from us.
- 4.05 – internal customer satisfaction was also up showing that our partnerships within the college are growing.
- 4.37 – Q12 average also up, showing our employees are engaged.

As we have increased engagement, we have improved our relationships, and our service to students. This means more students are succeeding thanks to the work we've done. Brining in some new leaders, specifically Erinn Brown in financial aid and Erin Query in McCook housing has shown great growth in those departments. Based on their performance, Heather Pucket and Mindy Hope are also being promoted to Directors, which reflect the work they do. Leadership at the top with Bill Eakins, Kelly Rippen, and Brian Obert have our teams moving in the right director. We have outstanding teams doing outstanding work. As the budget situation looks to get tighter in the future, we hope we can continue to maintain the work we do helping student be successful.

A handwritten signature in cursive script that reads "Andy Long".

Andy Long
Vice-President for Student Services and McCook Community College



Mid-Plains Community College Team Report

Team Name: Student Affairs Division
 Team Leader Name: Andy Long

Department Roles:

1. Assist students in the successful completion of academic programs.
2. Grow non-UPRR enrollment
3. Provide quality service to assist students to reach their goals.
4. Provide quality service to internal partners to help students in support of their goals.
5. Create an engaging workplace for student services staff

Goal 1. – Assist students in the successful completion of academic programs.

K.P.I.	AQIP CATEGORY	GOAL	16-17	2015-2016	2014-15	2013-14	2012-13
3 year graduation rate for 1 st time, full time students	2	40%	34	35	33	34	36
Transfer out rate before graduating, FTFT	2	25%	25	22			

Fall to Fall retention rates, full-time students	2	60%	67	60	59	53	55
Fall to Fall retention rates, part-time students	2	40%	28	44	36	35	23
Cohort Default Rate	2	15%	18.36	17.0	18.8	12.1	20
<p>ANALYSIS: 67%! Our Fall to Fall retention rate has grown leaps in bounds in the last five years to be in the lower 50% to the 60% with a high of 67% this year. Hopefully, this increase in fall to fall retention will lead to increased graduation rates. Our part-time retention is lower. It is an issue we need to address, but if we can keep our full-time retention in the mid 60% we will fill good about the work we do.</p> <p>ACTION PLAN FOR NEXT YEAR:</p> <p>We will continue to work on employee engagement and a strengths based approach to drive our effectiveness. I also want us to start looking at what support we can provide non-traditional students to be successful as our non-traditional groups haven't been the same. We've seen growth in one year retention and we'll have to wait a year or two, but so far that hasn't resulted in a significant increase in graduation.</p>							
Goal 2 – Grow non-UPRR enrollment							
K.P.I.	AQIP CATEGORY	GOAL	16-17 (AS OF 6/8/17)	2015-16	2014-15	2013-14	2012-13
Total non-UPRR FTE	2	1,500	1,380.06	1,387.42	1,252.50	1,384.53	1,404.03
Total non-UPRR Full-Time Headcount	2	1,050	856	843	908	1,016	1,036
Total non-UPRR Part-time Headcount	2	1,100	1,511	1,456.00	1,113	1,264	1,241
Dual Credit FTE	2	155	184.9	158.37	149.76	148.37	132.73
<p>ANALYSIS : Our first-time full-time number has increased, which is good because it was on a steady decrease. If we can keep this up, it should help us continue to increase our non-UPRR enrollment. UPRR enrollment has pretty much all gone away so in the future, this will be the enrollment we see as a college. Dual Credit saw a record number again as high schools continue to have more qualified teachers and our partnerships increase.</p> <p>ACTION PLAN FOR NEXT YEAR:</p> <p>One area to work on this next year is to improve our communication plan with early entry students and counselors. We also plan to increase our targeted recruitment efforts through specific mailing and calling campaigns.</p>							
Goal 3 - Provide quality service to assist students to reach their goals.							
K.P.I.	AQIP CATEGORY	GOAL	16-17	2015-16	2014-15	2013-14	2012-13

CCSSE question 9b – Providing the support you need to help you succeed at this college. (4.0 scale)	2	3.25	3.12		2.92		3.11
Average score from all student service departments on completers report (5.0 scale)	2	4.0	4.09	3.98	4.04	3.85	
<p>ANALYSIS: It is encouraging to see both of the scores in this category increase. As we have focused on strengths and engagement, we have provided more effective service to students.</p> <p>ACTION PLAN FOR NEXT YEAR: We will continue to get feedback to improve the service we provide students. Our ongoing efforts in improving employee engagement should help these numbers continue to climb.</p>							
Goal 4 - Provide quality service to internal partners to help students in support of their goals.							
4 - K.P.I.	AQIP CATEGORY	GOAL	16-17	2015-16	2014-15	2013-14	2012-13
Provide quality service to internal partners to help students in support of their goals. (5.0 scale)	2	4.0	4.05	4.01	3.75		
<p>ANALYSIS : This is another number that continues to increase. Serving a large area with multiple campuses can make this difficult, but I'm pleased with our efforts to be strong internal partners.</p> <p>ACTION PLAN FOR NEXT YEAR: We will continue to administer a yearly survey getting feedback from all users and use that data to improve our internal customer service.</p>							
Goal 5 - Create an engaging workplace for student services staff							
4 - K.P.I.	AQIP CATEGORY	GOAL	16-17	15-16	2014-15	2013-14	2012-13
Average of Q12 scores (5.0 scale)	4	4.0	4.37	4.19	3.88		

ANALYSIS:

4.37 is fantastic! It is also exciting to see an almost .5 increase over two years.

ACTION PLAN FOR NEXT YEAR:

We will expand the number of people who take the Q12 to get a better indication. It is important to continue these workplace discussions. As engagement has increased, so has student success and performance.



Mid-Plains Community College Team Report

Team Name: Adult Education
Team Leader Name: Robin Rankin

Department Goals

Goal 1: Promote Adult Education, GED and ESL classes in the service area.

K.P.I.	AQIP CATEGORY	GOAL	2016-17	2015-16	2014-15	2013-14	2012-13
Provide and Promote Adult Education, ESL, GED	1	100%	104%	92%	98%	110%	125%
<u>Promote</u> Enrollment of GED graduates at MPCC	2a	100%	100%				
Retention of 12+ hour students in AE/ESL/GED	2	75%	79.10%	79.21%	73.27%	73.18%	68.00%

ANALYSIS: Classes are currently held on the two main campuses and Imperial and Ogallala. Also, our NP downtown location, LCDC, and Grant. We have student interest in Broken Bow, but cannot secure an instructor. No student interest in Valentine at this time. Student enrollment has declined over the past several years. Effective state and local advertisement and word of mouth to recruit all possible students.

ACTION PLAN FOR NEXT YEAR: NDE is planning to do some statewide advertising. In the meantime, we need to update and distribute bookmarks, and posters. Inclusion of Adult Education in college advertising both in newspaper and radio would be helpful. Cost could be used as match. Continue to visit local radio stations and do free interviews. Advisory meetings at each of the campuses, and involvement with community groups.

Goal 2. Provide effective instruction for Adult Education, GED, and ESL students.

K.P.I.	AQIP CATEGORY	GOAL	2016-17	2015-16	2014-15	2013-14	2012-13
Statewide EFL Performance measures will be met.(Pre and Post testing), (Does not included secondary performance)	1	100%	104%	92%	98%	110%	125%
12+ hours students will be retained.	2	75%	79.10%	79.21%	73.27%	73.18%	68.00%
Eligible students enrolled in AE will pass the GED, as per negotiated State performance.	1	100%	Not available	132%	176%	175%	144%
<p>ANALYSIS: It is always a struggle to meeting performance measures due to the mandatory hours between pre and post testing. Our AE instructors do a nice job of increasing classroom opportunities and being flexible at the end of the year to insure all eligible students are post tested.</p> <p>ACTION PLAN FOR NEXT YEAR: Statewide grants will be open for bid this year, and it will be doubly important to show we are teaching students effectively and assisting them to meet the above goals in an efficient manner.</p>							
<p>Goal 3 - Incorporate Career Pathways into area classrooms.</p>							
3 - K.P.I.	AQIP CATEGORY	GOAL	2016-17	2015-16	2014-15	2013-14	2012-13
Career Pathways State mandated survey will be administered to all students.	1,2	100% of eligible students.	Started mid year.				
Students will visit O net, and incorporate appropriate learning tools.	1,2	100%	Started mid-year				
Students will visit MPCC online college catalog and explore various programs of interest.	1	100%	Started Mid-Year				
<p>ANALYSIS: Career and college readiness is mandated through federal law. We must partner with Department of Labor, Vocational Rehabilitation and other secondary partners to insure our students are college and career ready before leaving our program.</p>							

ACTION PLAN FOR NEXT YEAR: Recruitment of graduating students for college and/or helping explore careers that will help them get high stakes, high demand jobs. Revisiting the grants, and writing with goals that will help achieve the WIOA expectations.

Goal 4: Supplement classroom instruction with volunteer support.

4 - K.P.I.	AQIP CATEGORY	GOAL	2015-16	2014-15	2013-14	2012-13	2011-12
Area Volunteer Coordinator was hired, Advisory meetings will be held throughout the area to recruit volunteers and students twice a year.	2	100%	50%				

ANALYSIS: Volunteers are an integral part of our program. They sometimes lead classes, and sometimes support instructors and students with one-on—one interaction with students.

ACTION PLAN FOR NEXT YEAR: To strengthen the program by having volunteer coordinator recruit volunteers in each classroom to work with students as well as support student recruitment by being out in the communities to speak about our program.

Review of prior Year (strengths)

1. What accomplishments from the last year does the team feel really proud?
As a program we met performance measures. We are in a year of many changes. We look forward to positive outcomes from the change. We have had representation at state and national conferences. Our program has witnessed many successes of our students, and it is very rewarding to see the positive outcomes in our students that reports cannot always capture.
2. What accomplishments outside of the K.P.I.s did the team have?
A modified version of the Bridge program is currently ongoing. With the use of Kiewit funding, and Durbin Scholarships, 30 students have been awarded one or both. These students are in technical programs, and with the guidance of a coordinator achieving success.

Goals for upcoming year

1. Will any of the K.P.I. goals change and why? This is the first year using this format of team report, so the goals will be ongoing at least until the end of the 17-18 school year.
2. Are there any specific team goals for the next year to try to influence the K.P.I.s Our goal is through guided instruction, to help students see that the GED or improvement of basic skills as well as English as a second language is the first step in continuing education. We will strive to make an impression on students so they continue their education as MPCC.
3. What are the major challenges the team faces (weaknesses)? The biggest challenge at this point is having student numbers to meet average daily attendance for NDE. One of the reasons is low unemployment rates, and a declining population in our region. We will continue to recruit whenever possible.

OPPORTUNITIES

1. What opportunities does the team envision? With an open application process for the grants, we can rewrite, and collaborate to make our program the best it can be.

Threats

1. What outside threats can affect the results from this team over the next year? Partnerships with the WIOA partners are vital to funding for our program. Duplication of services is always a worry.
2. Federal funding requires maintenance of effort with DOL for WIOA. We have a new state director who may have a different interpretation of federal expectations.

Cabinet Requests

1. What special requests need to be considered by the College Cabinet? Please support our program by helping with marketing to the general public. This is on the agenda statewide, and locally would be very beneficial.



Mid-Plains Community College Team Report

Team Name: MPCC Advising Team

Team Leader Name: Heather Pucket

ADVISING ROLES:

- 1. Guide students in proper course selection for goal completion**
- 2. Collaborate college wide advising efforts**
- 3. Advocate for student success and retention**

Goal 1. – Guide students in proper course selection for goal completion

1 - K.P.I.	AQIP CATEGORY	GOAL	2016-17	2015-16	2014-15	2013-14	2012-13
1. COMPLETER REPORT STUDENT EVAL OF SERVICES		4.0	4.14	4.04	4.40	3.89	
2. CCSSE ITEM 12 1A (FORMALY 13 1A) – HOW OFTEN YOU USE ACADEMIC ADVISING	2	2.0	1.45		1.87		1.74
3. CCSSE ITEM 12 2A– HOW SATISFIED ARE YOU WITH ACADEMIC ADVISING		1.40	1.47				

ANALYSIS:

- For the majority of the 2016/2017 school year, we had a full advising/Enrollment Coach team, which benefits our students by providing consistent guidance with the same advisor/EC semester by semester. And although it's disappointing to see the decrease in the CCSSE score, we are pleased that our completer score has bounced back to 4.14.
- Another highlight during the 2016/2017 school year was learning more and having deeper discussions about EXi Advising.

		<p>ACTION PLAN FOR NEXT YEAR:</p> <ul style="list-style-type: none"> During the 2017/2018 school year, we need to continue having more comprehensive conversations regarding if/when EXi Advising should be implemented. Although I believe we will eventually have to proceed with the implementation, it became abundantly clear following our onsite training that, although the system was created to streamline course selection for our students, there are still many “bugs” they are working out. In addition, the implementation of EXi Advising would significantly increase the module managers workload and also cause the need to relook at how advising at MPCC is currently offered. In my opinion, we would need to consider more of an intrusive academic advising model, as half-hour appointments will likely have to be converted to full hour appointments to handle the amount of information needed for EXi plans, course selection, deeper conversations with students and documentation. 							
		<p>Goal 2. – Collaborate college wide advising efforts</p>							
		2 - K.P.I.	AQIP CATEGORY	GOAL	2016-17	2015-16	2014-15	2013-14	2012-13
		4. INTERNAL CUSTOMER ENGAGEMENT SURVEY	2	4.0	4.28	4.23	3.80		
		<p>ANALYSIS:</p> <ul style="list-style-type: none"> Over the past two years, the advising/EC team has made a conscience effort to reach out to different departments and individual faculty to further discuss the programs offered at MPCC and to learn more about how we can all work together to advise even more effectively. As program directors, we also had the opportunity to meet with the department heads to learn about and share new ideas. These types of collaborative meetings are priceless and benefit the college as a whole. Finally, the combined advising/admissions/recruiting team meetings have been beneficial for all involved by ensuring a better understanding of job responsibilities within advising, recruiting and admissions. <p>ACTION PLAN FOR NEXT YEAR:</p> <ul style="list-style-type: none"> One of my advising priorities would be to have specific trainings with faculty advisors so that they better understand how the selection of courses will impact a student’s financial aid. Erinn Brown and I will be working together to set up times during Spring 2017/2018. We plan to continue reaching out to faculty individually and assigned Enrollment Counselors will continue to attend departmental meetings for more seamless communication. We have also discussed the possibility of having some type of a shared drive with advising information, course sequences, etc. We would like it to be a catalog of information that people can either submit information to and/or search from. As program directors, we have had 							



Mid-Plains Community College Team Report

Team Name: MPCC Advising Team

Team Leader Name: Heather Pucket

the opportunity to attend ILT on a quarterly basis to brainstorm new ideas and share feedback. We truly feel that has been a huge benefit and opened communication between faculty and staff regarding class offerings, timing of class offerings, etc. Finally, we are meeting with the advising/admissions/recruiting teams as a whole on a regular basis.

GOAL 3. - ADVOCATE FOR STUDENT SUCCESS AND RETENTION

3 - K.P.I.	AQIP CATEGORY	GOAL	2016-17	2015-16	2014-15	2013-14	2012-13
5. FALL TO SPRING RETENTION FULL-TIME		85%	84.5%	85.8%	82.1%		
6. FALL TO SPRING RETENTION PART-TIME		68%	64.1%	68.7%	63.6%		

ANALYSIS:

- Again, although it's disappointing to see the percentage drop, over the past two years, advisors/ECs have done a better job of returning students to advising in a more timely fashion. We have focused on assisting students in registration earlier by having the conversation about future registrations earlier in the process. We have also provided opportunities such as registration days, tech reg days, special times for registration for athletes, etc. In addition, we have had the opportunity to collaborate with the Area Counselor regarding how we can best serve students who are having difficulty staying in school, choosing degrees, classes, etc.



Mid-Plains Community College Team Report

Team Name: MPCC Advising Team

Team Leader Name: Heather Pucket

ACTION PLAN FOR NEXT YEAR:

- We will strive to clearly communicate with faculty regarding a student's success and develop a clear plan with Student Success and our Area Counselor. We will also continue to work closely with Student Success and the Early Alerts process.
Finally, as we move closer to EXi Advising implementation, a more intrusive academic advising model could benefit student success and retention by increasing a student's desire to "buy-in" to their academic plan, degree and goals and their overall feeling of belonging to the community college family.

REVIEW OF PRIOR YEAR (STRENGTHS)

3. What accomplishments outside of the K.P.I.s did the team have?

- Some of our accomplishments include the ongoing update of the advising module, the opportunity for AV consulting on a regular basis, regular collaborative team meetings with recruiting/admissions, training/conference attendance and the many opportunities for face time with faculty. We have also participated in a variety of registration days, including at the main campuses, community campuses and special registration days for the tech campus in North Platte.
- I continue preparing the module for the potential rollout of EXi Advising. Because it is a new product within Jenzabar, there are still "bugs" which impacts a totally smooth transition and my desire to move too quickly. While in attendance at JAM, I made several connections, specifically with a gal from Cape Cod Community College. They have experienced two failed attempts at rollouts. Although this doesn't seem like an accomplishment, I truly believe this connection will allow each school to learn from the other moving forward.
- I had the opportunity to work closely with Dr. Tomanek on the online catalog during Spring/Summer of 2017.
- Project HELP Grant - We are in the second year of the Project HELP Grant here at MPCC. At the conclusion of our second year in 10/2017, we cumulatively had 69 students in the treatment group. The original treatment goal for our *second* year was 35 and we reached 40. Also, our total TANF enrollment in the second year was 300% complete, as we had 9 students and the goal was 3.



Mid-Plains Community College Team Report

Team Name: MPCC Advising Team

Team Leader Name: Heather Pucket

GOALS FOR UPCOMING YEAR

4. Will any of the K.P.I. goals change and why?

- As of this year, we will no longer be tracking the advising appointments, so the previous KPI #1 –Advising Logs - will no longer be reported. During last years report, it was explained that there is little buy in on this tracking, so the numbers being reported are inaccurate.
- One opportunity for change would be to track the meetings with divisions to reflect the frequency and effectiveness. And although we are already reaching out more to faculty, even more collaboration would be very beneficial to the team and our students.

5. What are the major challenges the team faces (weaknesses)?

- Again, although we are currently communicating with faculty, we always strive to make that overall communication/partnership stronger. It can also be very challenging to stay informed of areawide program changes and transfer changes.
- Year to year, early alerts are very beneficial to our students. However, not all of the faculty respond. One member of the advising team is now a member of the new Appeals Panel. Although the idea of this panel is ideal (including administrative drops/withdraws, late adds, etc.), this is a tall order for the panel as a whole. We have had a few challenges during the early stages of the process, but once the process is streamlined in the coming months, it will be advantageous for students and many departments, including advising, areawide.
- I continue to work closely with financial aid to ensure a student's AIMS are accurate in Jenzabar, which is directly tied to financial aid. We have found that this is a rather time consuming project, but very important. However, when advisors/EC's document about a student in notepad, it saves a tremendous amount of time and research. With that being said, each advisor/EC is being strongly encouraged during their strengths talks and in team meetings to keep their documentation in notepad current. Overall, each individual is striving daily to meet this goal, although it is time consuming and difficult with the variety of hats each person wears.

OPPORTUNITIES

2. What opportunities does the team envision?

- The implementation of EXi Advising in the future will need to open the discussion of advisors/ECs having much more in-depth, lengthy conversations about a student's 2-year and 4-year plans as the programing will require this information. Although this will require advisors/ECs to spend more of their time with their students, which will eat into time for other activities, I truly believe this will only help with a student's overall buy-in to their education and in turn, assist with retention. Knowing this is on the horizon, Mindy and I plan to have specific discussion with each staff member and as a team regarding how to manage their time for this impending change.



Mid-Plains Community College Team Report

Team Name: MPCC Advising Team

Team Leader Name: Heather Pucket

- We have discussed the possibility of afternoon advising for returning students on Interhigh Day. Also, with the development of the EC position, we have discovered that each team (Advising, Admissions and Recruiting) has so much information that can benefit the others team. With that, we continue with the combination of regular team meetings, which to date, have been valuable. This has allowed our group to share information that only grows our knowledge of MPCC and assists us in working more closely on future events.

THREATS AND REQUESTS

3. What outside threats can affect the results from this team over the next year?

- Ongoing faculty support, transfer issues, a website that isn't always user-friendly for students.

4. What special requests need to be considered by the College Cabinet?

- We are thankful for the continued discussions about when/what classes are offered and the willingness of ILT to review this issue on a regular basis. Finally, we are extremely appreciative for the opportunity to utilize consulting on a regular basis. Since the advising module is ever-changing and ever-challenging, my sessions with Sarah Bucklew from Jenzabar have been priceless in getting the advising module to work more seamlessly with other modules and to improve the functionality of the trees year to year.



Mid-Plains Community College Team Report

Team Name: Career Services Team
 Leader Name: Bill Eakins

Department Roles:

1. Provide and promote Secondary School Services.
2. Provide and promote Employment Services.
3. Provide and promote Student and Stakeholder Services.

1. Secondary School Services							
KEY PERFORMANCE INDICATORS (K.P.I.)	AQIP CATEGORY	GOAL	2016-17	2015-16	2014-15	2013-14	2012-13
Number of schools participating in Secondary School Career Programs (Career Maneuvers, Career Exploration, TLC Voc Evals, Habitudes, EYH, Skills)	2	67%	86%	83% (Increase due to including ALL secondary programs)	53%	62%	59%
Number of area secondary schools receiving college credit	2	100%	100%	100%	100%	100%	
Sufficient credentialed college faculty to meet secondary school requests for dual credit	2	Meet 100% of requests	100%	100%	100%	100%	
Percent of FTE that is dual credit	2	10% of all FTE	13.8%	11.2%	7.85%	7.81%	7.09%



Mid-Plains Community College Team Report

Team Name: Career Services Team
 Leader Name: Bill Eakins

Administrative visits each year to the area schools with new superintendents	2	100% of schools with new supts	100%	11; This is 100% of schools with new supts.	This KPI changed this year... numbers not available for prior years.		
Number of schools offering one or more academy	2	50% (out of 34)	55.9%	55.9%	50%	47.1%	38.2%
2. Employment Services							
K.P.I.	AQIP CATEGORY	GOAL	2016-17	2015-16	2014-15	2013-14	2012-13
CCSSE survey results of Student Satisfaction with Job Placement Assistance	2	1.05	.95 / 0-2.0 scale *new CCSSE scale	-- (biennial measure)	1.8 *previous scale 1.0-3.0; previous goal 2.0	--	1.82
Number of Employment Services related classroom presentations by Career Services staff	2	50	26 *previous goal 30 pres.	72			
Number of employers registered on College Central Network for the reporting year	2	>125	100 employers registered: 479 jobs posted	105 employers registered: 524 jobs posted	140 employers registered: 689 jobs posted	134	90



Mid-Plains Community College Team Report

Team Name: Career Services Team
 Leader Name: Bill Eakins

Number of employers on campus, hosted by Career Services	2	100 Including Job Fairs	116	81			
3. Student & Stakeholder Services							
K.P.I.	AQIP CATEGORY	GOAL	2016-17	2015-16	2014-15	2013-14	2012-13
CCSSE survey results of Student Satisfaction with Career Counseling Assistance	1	1.0	1.11 / 0-2.0 scale *New CCSSE scale	-- (biennial measure)	2.1 *previous scale 1.0-3.0; previous goal 2.0	--	1.99
Satisfaction rating of testing candidates	2	>95%	>95%	>95%	>95%		
Number of classroom presentations and individual career planning sessions by Career Services staff	2	30	36 *Previous goal 10	31			

REVIEW OF PRIOR YEAR (STRENGTHS)

4. What accomplishments from the last year does the team feel really proud?
- Increased dual credit hours in FY 2016-17 over 2015-16.
 - Hosted annual Nebraska Construction Career Day.
 - Hosted 10th annual Skills Contest.
 - Planned and hosted Expanding Your Horizons.



Mid-Plains Community College Team Report

Team Name: Career Services Team
Leader Name: Bill Eakins

- Continuing to work on Natural Resources Academy at Ogallala High School.
 - Second annual Etiquette Dinner(s) – attended by 90 students.
 - Distributed honor cords to 225 graduating high school seniors with 12+ credit hours from MPCC.
 - Increased numbers of professional testing – 5916 tests given FY 2016-17.
- 5. What accomplishments outside of the K.P.I.s did the team have?**
- Transitioned from COMPASS to Accuplacer Placement Testing
 - Conducted 2 Accuplacer training sessions for area school & MPCC staff; 3 additional sessions will be held this fall
 - Hosted professional development opportunity specific to career development facilitation – Craig Ratzlaff, instructor
 - Kathy Fickenscher received the Career Services departmental All-Star Award
 - Visited area high schools with new counselors or administrators

GOALS FOR UPCOMING YEAR

- 6. Will any of the K.P.I. goals change and why?**
Goals related to CCSSE results will see new goals due to a scale change with CCSSE. Previously, the scale was 1.0-3.0; the new scale is 0.0-2.0.
- 7. Are there any specific team goals for the next year to try to influence the K.P.I.s.?**
Increase student awareness of Career Services, utilizing increased communication via social media and CampusWeb
Continue to facilitate the Outreach Campuses with similar services as MCC and NPCC
Continue to conduct personal visits with area high schools' administration and staff
- 8. What are the major challenges the team faces (weaknesses)?**
Accuplacer transition brings change, as well as communication challenges; including necessary upcoming transition to Next Generation Accuplacer
Continual change in secondary school personnel
Distance and timely visits to all area schools
Maintaining existing career academies with various school schedules
Changing demographics of high school students



Mid-Plains Community College Team Report

Team Name: Career Services Team
Leader Name: Bill Eakins

MorphoTrust fingerprinting services challenge us due to scheduling and staffing concerns

OPPORTUNITIES

3. What opportunities does the team envision?

- Intensive evaluation of Career Services offerings, staffing, and long-range goals
- Secondary schools are showing an interest in increasing their involvement with community college services
- The career academy approach can allow for additional college/dual credit classes to be made available
- Improved contacts and relationships with area businesses and industries
- Special Events (Nebraska Construction Career Day, Skills USA, Expanding Your Horizons, etc) help increase opportunity and potential for additional students
- Analysis and evaluation of career development activities for both internal and external customers
- Being recognized as part of Student Services has created some opportunities to work more closely with some of our colleagues
- Success Mentor Program offers opportunities for increased student and community engagement
- Use of Perkins Funds to help enhance career and technical education programs, with respect to AQIP goals

THREATS

- What outside threats can affect the results from this team over the next year?
- ACE scholarship funding
- Uncertainty of continued Perkins' funding
- Other colleges offering dual credit incentives
- Potential of reduced state aid and state support for funding education



Mid-Plains Community College Team Report

Team Name: Career Services
Team Leader Name: Bill Eakins

CABINET REQUESTS

2. **What special requests need to be considered by the College Cabinet?**
 - Review potential increased costs associated with Accuplacer – and Next Generation Accuplacer, and adjust budget accordingly
 - Career Services representation in Learning Commons planning
 - Continued weekly communication from Cabinet....THANK YOU!
 - Continued support for the roles and goals of Career Services



Mid-Plains Community College Team Report

Team Name: Disability Services
 Team Leader Name: Robin Rankin

Department Roles (3-5):

1. Disability services area support to students
2. Area wide resource to faculty and staff
3. Community Resource for people with disabilities
4. Periodic review of systems and procedures to ensure ADA/state compliance

Goal 1. – Improvement of student experience in working with MPCC Disability Services

K.P.I.	AQIP CATEGORY	GOAL	2016-17	2015-16	2014-15	2013-14	2012-13
Student survey late fall of each year with a score of 4.0	2	4.5		4.67			
CCSSE survey	2	2.10	2.11		1.99		
Continued involvement in registration days and new student orientation	2	100%		95%			

ANALYSIS:

Student and faculty awareness of the services provided has improved. We each have a desk log to keep track of student contacts. Continued quality service. In the current program year coordinators report: South campus -38 students. McCook – 9 students – North and Extended Campuses – 14 students. (some students who are not on an IEP come for technology services from Chris)

ACTION PLAN FOR NEXT YEAR:

Will collaborate with area staff to insure ease of use in Blackboard, Accuplacer, and Campus Web.

Goal 2 - Continued collaboration with community agencies and high schools

K.P.I.	AQIP CATEGORY	GOAL	2016-17	2015-16	2014-15	2013-14	2012-13
Create a baseline for tracking agency contact	2	# OF CONTACTS					
Create a baseline for tracking student contact	2	# OF CONTACTS					
Attend IEP meetings for perspective college students	2	100% OF INVITES	100%				

ANALYSIS:

Made contact with NP High School, new staff, expect to be invited. They have 75 junior and senior students with disabilities.

ACTION PLAN FOR NEXT YEAR:

Use the tracking system to document student and community contact.

Goal 3 - Delivery of area services in compliance with federal and state law

3 - K.P.I.	AQIP CATEGORY	GOAL	2016-17	2015-16	2014-15	2013-14	2012-13
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Mid-Plains Community College Team Report

Team Name: Disability Services Team
Leader Name: Robin Rankin

South Campus Disability Services staff is working on becoming ADA certified.	5	2020 Comp.					
Attendance at Winahead and Ahead conferences, to remain or become compliant with changing laws.	6	50%	50%				
Number of federal violations reported.	5	0	0				

ANALYSIS:

Attendance was good at offered conferences, the laws are always changing, so it is important to stay abreast of these changes. Attendance of pre-conference session at AHEAD, enlightening us to the various issues with online learning and learning systems moving towards better ease of use for all students.

ACTION PLAN FOR NEXT YEAR:

Will attend at least 1 Winahead meeting per year. Ahead conference are important for changing governance.

REVIEW OF PRIOR YEAR (STRENGTHS)

6. What accomplishments from the last year does the team feel really proud?
- Two successful transition days at MPCC providing numerous perspective student contacts. also
 - Added involvement at registration days at our extended campuses.
 - Addition of contact form for staff use.
 - High marks and comments on employee satisfaction survey



Mid-Plains Community College Team Report

Team Name: Disability Services Team
Leader Name: Robin Rankin

- Student survey results were 4.67 on a 5 point scale.
- 7. What accomplishments outside of the K.P.I.s did the team have?**
 - Chris Turner served as co-chair for a national special interest group of AHEAD, part of state independent living council, and Assistive tec board.

GOALS FOR UPCOMING YEAR

- 9. Will any of the K.P.I. goals change and why?**
No
- 10. Are there any specific team goals for the next year to try to influence the K.P.I.s**
Setting the foundation for improved ADA compliance throughout the college system.
- 11. What are the major challenges the team faces (weaknesses)?**
Not enough staff to meet the needs of all in this department.

OPPORTUNITIES

- 4. What opportunities does the team envision? The opportunity to improve retention by adding information to benefits all learning styles.**

THREATS

- 5. What outside threats can affect the results from this team over the next year?**



Mid-Plains Community College Team Report

Team Name: MPCC Enrollment Team
Team Leader Name: Kelly Rippen

Enrollment Management Roles(3-5):

1. Increase enrollment area wide
2. Collaborate college wide with faculty and other internal partners to increase enrollment and retention
3. Provide quality support, guidance, and funding to students in a timely manner and keeping with federal and state guidelines

Goal 1. - Increase Enrollment Area-wide

K.P.I.	AQIP CATEGORY	GOAL	2016-17	2015-16	2014-15	2013-14	2012-13
First time full time enrollment	2	415	405	353	394	398	425
Campus tours-June to June	2	250	146 ytd	220	161	167	188
Fall to fall part time Retention	2	40%	28	44	36	35	23
Fall to fall full time retention	2	60%	67	60	59	53	55

ANALYSIS:

Our department is made up of the key players who perform the most outreach to current and potential students and these measures help indicate if those efforts are effective.

ACTION PLAN FOR NEXT YEAR:

Our major focus is consistent email, text, post card, phone outreach to potential students as well as very focused service and outreach to current students for advising and financial aid. Auto-generated emails, monthly post card mailings, on campus events, focused outreach to high schools implementing a more targeting team approach with each school. Partnering with all student services and other outreach groups to solidify a common message we send during each event where students or customers are present. A "Top Three" message we all implement and use for every opportunity.



Mid-Plains Community College Team Report

Team Name: MPCC Enrollment Team
 Team Leader Name: Kelly Rippen

Goal 2. – Collaborate college wide with faculty and other internal partners to increase enrollment and retention

K.P.I.	AQIP CATEGORY	GOAL	2015-16	2014-15	2012-13	2011-12	2010-11
INTERNAL CUST ENGAGEMENT SURVEY ADVISING	2	4.0	4.23	3.80			
INTERNAL CUST ENGAGEMENT SURVEY FIN AID	2	4.0	3.98	3.63			
INTERNAL CUST ENGAGEMENT SURVEY REC/ADMISS	2	4.0	3.96	3.37			

ANALYSIS

ACTION PLAN FOR NEXT YEAR:

Goal 3 - : Provide quality support, guidance, and funding to students in a timely manner in keeping with federal and state guidelines.

3 - K.P.I.	AQIP CATEGORY	GOAL	2015-16	2014-15	2013-14	2012-13	2011-12
COMPLETER REPORT STUDENT RATING OF ADVISING	2	4.0		4.4	3.89		
COMPLETER REPORT RATING OF FINANCIAL AID	2	4.20		4.27	3.83		
NUMBER OF SCHOLARSHIP APPLICANTS (YEAR TO DATE 460)	2	600	470	547	579		



Mid-Plains Community College Team Report

Team Name: MPCC Enrollment Team
 Team Leader Name: Kelly Rippen

CCSSE ITEM 9F-PROVIDE \$ SUPPORT NEEDED	2/5	3.0	NA	2.78	NA	2.74	
AUDIT FINDINGS	2	0	2	4	6		
COHORT DEFAULT RATE	2	15%	17.0	18.8	12.1	20.0	19.5

REVIEW OF PRIOR YEAR (STRENGTHS)

ANALYSIS

Our partnerships with faculty, student life, career services, marketing, learning resources, CFE, information services, and extended campuses have never been stronger. We are building strong internal partners and developing new ideas to reach the most students in the most effective ways.

Faculty: Division Chair/Enrollment Counselor liaisons, faculty involvement in tours, outreach, open houses, Reg Days, Inter-high, Tech Days, and special visits has increased this past year. We are coordinating a more active, hands on, partnered approach.

Student Affairs Team: Coordinating Reg days and Open Houses to included all departments, highlighting in department in at least one of the outreach emails to the large list to promote all of our student affairs services. Working closely with student life to make the online housing application a reality (which also involves partnerships with IS).

Marketing: Getting in place a year long plan for marketing outreach and the top 6-10 pieces recruiting needs for timely effective outreach.

IS: Our team has never done more consulting with Jenzabar and IS support has never been better. We have gone to a web based RSVP for open houses and Reg Days which as been an amazing convenience (this also involves Marketing when adding the web links)

ACTION PLAN FOR NEXT YEAR:

Student Services: Solidifying our message, tracking our outreach from each department including career services, extended campuses, recruiting, student life, departmental event. We are also building a profile for each school in our area to develop better outreach and a comprehensive understanding of our partnership with each school, a place to track visits, outreach, services we provide, events they participate in, key contacts, enrollment by school, dual credit enrollment, etc.



Mid-Plains Community College Team Report

Team Name: MPCC Enrollment Team
Team Leader Name: Kelly Rippen

GOALS FOR UPCOMING YEAR

1. Will any of the K.P.I. goals change and why?

We will increase our tour goal since we are tracking more effectively and giving more group tours. We will also keep increasing our goals for the Internal Customer Engagement to make sure we are improving every year. With new faculty and team members, the teamwork and planned strategies will continue to be important. We will also keep a close eye on our scholarship applicant goal since next year we will be combining the admissions and scholarship application to be one online form. This will lead to an increase in applications so we will need a new baseline.

2. What are the major challenges the team faces (weaknesses)?

Keeping up with the constant outreach needs of the students, text, call, email, facebook, etc. Making sure each student is contacted monthly. Using website effectively to help recruit and drive next steps, keeping info and links up to date and forms online that students need. Online requests, tours, and apps has been wonderful this year, now need scholarship application and housing app to be easily accessible and electronic. NetPartner will also help with financial aid processes and keeping students up to date.

OPPORTUNITIES

1. What opportunities does the team envision?

Opportunity to do more with early apps and scholarship winners, June ACT senders will be mailed scholarship award, Oct/Nov scholarship letters will begin to go out with acceptance cards. Acceptance letters will also include log in information to campus web to give students early access to the tools they will need to succeed: course search, missing documents, payment plans, housing info, student accts, etc.

THREATS

1. What outside threats can affect the results from this team over the next year?

Buy in and outreach from faculty has become a must and we have seen some great results after their outreach, we will need to keep partnering with departments for continued team work. Budget also comes to mind since we are doing more large mailings and printed postcards that we are now covering from our budget. We work closely with marketing and will need to stick to yearly marketing/recruitment plans to make sure we hit our deadlines as well as have up to date materials. We also partner with IS to ensure our online forms are up to date, user friendly and easy to use.

CABINET REQUESTS

1. What special requests need to be considered by the College Cabinet?

Budget allocations for scholarships, email marketing tool, and large mailings may increase.



Mid-Plains Community College Team Report

Team Name: MPCC Financial Aid

Team Leader Name: Erinn Brauer

FINANCIAL AID ROLES:

1. Follow State and Federal FA regulations
2. Provide support for students in funding college
3. Strong Internal Partner in areas relating to Fin Aid

Goal 1. Follow State and Federal FA Regulations

1 - K.P.I.	AQIP CATEGORY	GOAL	2015-16	2014-15	2013-14	2012-13	2011-12
1. AUDIT FINDINGS	2/5	0	2	4	6		
2. COHORT DEFAULT RATE	2/5	12%	11.8%	18.0%	17%		12.2%

ANALYSIS

Over the past year, the financial aid team has restructured and focused on training and development of staff as a way of decreasing audit findings. Financial aid specialists are now more comfortable asking questions and have been given tools to assist in troubleshooting complex situation. We've also run analysis of our 2015-16 TIV population to identify and correct issues before they became audit findings. One area of issue is tracking outside scholarships. We've added a column to the shared spreadsheet to indicate that FA has reviewed the award. Our current CDR is trending slightly below 2014.

ACTION PLAN FOR NEXT YEAR:

- Continued training and development of financial aid staff – we've implemented twice weekly meetings to discuss professional judgment and appeal requests, this dedicated time has also given us a chance to discuss issues as a team.
- Increased efficiency – We are looking at ways to automate some of our processes, e.g. sending out Missing Information letters, to free up specialists time so that packaging without mistakes can be a priority.
- Continue to look for ways to streamline processes with Business Office – the added column on the outside scholarship spreadsheet is a good first step; building on this to identify other ways to better communicate between the two departments so that financial aid is in a proactive situation rather than a reactive situation will also help to eliminate repackaging and room for errors.
- Implementation of Financial Avenue – in partnership with the AQIP Project, we will be using Financial Avenue in 4 cohorts (Financial Aid, Student Life, Classroom, and general).

1. Goal 2. – Provide support for students in funding college

2 - K.P.I.	AQIP CATEGORY	GOAL	2015-16	2014-15	2013-14	2012-13	2011-12
3. COMPLETER REPORT-FINANCIAL AID SERVICE	2	4.0		4.27		3.83	
4. CCSSE ITEM 9F PROVIDE THE FINANCIAL SUPPORT YOU NEED TO FUND YOUR EDUCATION	2	3.0		2.78		2.74	
5. ENTERING STUDENTS SURVEY – FINANCIAL AID	2	85%	74.43%	79.78%	77.31%		
6. PERCENT OF FAFSA'S COMPARED TO DEGREE SEEKING STUDENTS (FT/PT/TOTAL)	2	85%/60%/75%	76.86%/64.57%/69.09%	81.48%/51.47%/68.65%	81.20%/47.96%/65.32%	81.41%/46.25%/65.38%	79.51%/48.02%/64.77%
7. NUMBER OF SCHOLARSHIP APPLICANTS	2	600	470	547	579		

ANALYSIS

Our completer report score increased substantially and exceed the goal. We also saw a slight increase in CCSE item 9F. There was a decrease in satisfaction score on the Entering Students survey for 2015-2016; however, we expect to see this increase in the future now that the team is fully staffed. The percentage of FAFSA's compared to degree seeking students has been on an upward trend. The number of scholarships applicants has decreased. In the future, it may be more beneficial to track the percentage of scholarships awarded.

ACTION PLAN FOR NEXT YEAR:

- Student focus – We will continue to focus on providing excellent customer service to our students, as specialists increase their financial aid knowledge they will be better equipped to answer student questions and handle complex situations
- Combined Admissions and Scholarship application – in an effort to improve the student experience and cut down on unnecessary steps, we will work towards combining the admissions and scholarship applications (as they are very similar at present) to show we value students' time. This will require putting a new process in place for identifying students that are eligible for and who have already been awarded scholarships.

GOAL 3. STRONG INTERNAL PARTNER IN AREAS RELATING TO FINANCIAL AID

3 - K.P.I.	AQIP CATEGORY	GOAL	2015-16	2014-15
8. INTERNAL CUSTOMER ENGAGEMENT SURVEY	2	4.0	3.98	3.63

ANALYSIS

Internal customer satisfaction increased by 0.35. Through increased training, financial aid specialists are better able to serve our internal customers in addition to our students. We've also restructured the team to be able to provide better service to our partners and students.

ACTION PLAN FOR NEXT YEAR:

- Continued training
- Remain fully staffed – we will continue to work on improving processes so we can respond in a more timely manner to requests from other departments.



Mid-Plains Community College Team Report

Team Name: MPCC Financial Aid

Team Leader Name: Erinn Brauer

REVIEW OF PRIOR YEAR (STRENGTHS)

1. What accomplishments outside of the K.P.I.s did the team have?

We implemented Net Partner. Students are now able to see what documents we need back from them, accept their awards, and see their previous borrowing through the Mid-Plains Financial Aid Portal (aka Net Partner). We also reformatted the award letter that is sent to students to give a clearer picture of costs and awards so students can make more informed decisions regarding financial aid.

2. What are some of the accomplishments/recognitions you are the most proud of this past year?

I'm most proud of the development of the staff. Restructuring the team, training new and previous staff, and fostering a team environment has helped as to better serve our students.

UPCOMING YEAR

1. Will any of the K.P.I. goals change and why?

This year we are adding the CDR (cohort default rate) as a KPI. With most of the financial aid team involved in the AQIP project related to student borrowing and default, this will be a major focus for the year. It will be beneficial to track progress on this metric and identify strategies for improvement through the financial aid office in addition to the AQIP project. We will also be using Financial Avenue in 4 different cohorts beginning Fall 2016. Monitoring the percentage of students that complete at least one module may be a KPI in the future.

2. What are the major challenges the team faces (weaknesses)?

One major challenge the team faces is quickly and accurately packaging student aid while living in a world of constantly changing regulation and increased reporting requirements. The regulatory and reporting burden we face as a department can be taxing, especially when new federal processes are initiated. Another challenge the team faces is maintaining accuracy when constantly interrupted by students and other departments, it can be challenging to stop in the middle of a tedious situation, answer a phone call or 2 and a question from a walk in student, and then remember when you left off on the previous situation. It can also be quite time consuming to recheck your work and make sure you didn't miss anything when interrupted.

OPPORTUNITIES

1. What opportunities does the team envision?

An opportunity would be moving to a paperless financial aid file system. This would allow for team members in different locations to help each other out. It would also allow for doing quality checks on files from a distance. Another opportunity would be setting up dedicated file processing time for specialists. Now that the office is fully staffed it may be possible to have the more seasoned staff in North Platte take turns stepping away from the student traffic when the PT specialist is on duty in order to more effectively and efficiently process student files in accordance with regulations.



Mid-Plains Community College Team Report

Team Name: MPCC Financial Aid

Team Leader Name: Erinn Brauer

THREATS AND REQUESTS

1. What outside threats can affect the results from this team over the next year?

Changes in federal regulations, added federal processes, added reporting burden

2. What special requests need to be considered by the College Cabinet?

- The Financial Aid team will be putting a request in front of ERP for a web-based software that will allow for the use of digital documents for financial aid. It will also make financial aid documents mobile friendly so students can complete their paperwork on their mobile device. This will cut down on the amount of time that is "lost" mailing documents to students and waiting for them to mail them back. It will also give the financial aid office a modern, student empowering reputation. We appreciate your support in this endeavor.
- We are thankful for the consulting hours we've been able to use and would like to see this continue in the future so that we can continue to improve and streamline processes.
- We appreciate the support we have received from IS and Faculty on shared endeavors and would like to continue to have your support in building these partnerships.



Mid-Plains Community College Team Report

Team Name: Learning Resource Center
 Team Leader Name: Sky Seery

Department Roles (3-5):

1. Assist patrons in locating and using appropriate print and electronic library resources.
2. Assist patrons with technology issues and connectivity.
3. Assist patrons with making copies, printing, scanning, and general campus FAQ.

Goal 1. - Supporting information literacy

K.P.I. #1	AQIP CATEGORY	GOAL	2016-17	2015-16	2014-15	2013-14	2012-13
Graduate Satisfaction Survey	1 & 5	4.25	4.25	4.17	3.85	N/A	N/A
Door counts - #1 driven by all other KPIs	1 & 5	35,000 MC 35,000 NP	MC 38,219 NP 34,868	37,213 MC 37,369 NP	38,307 MC 41,987 NP	34,790 MC 50,958 NP	26,295* MC 40,558 NP
Database usage (searches)	1 & 5	100,000	64,605	102,949	88,195	75,511	58,659
Print circulation checkouts	1 & 5	4,000	5,229	4,587	3,481	3,885	994
Ebooks circulation (searches)	1 & 5	10,000	1,101	5,498	9,628	4,430	7,718
Library Instruction sessions	1 & 5	220	444	708	207	57	71

ANALYSIS: Database usage is down last year. A change in staff is most likely the cause – the LRC’s lost a full-time staff member and a long-time employee retired. Door counts are steady. The number for von Riesen reflects a building account, not an accurate library door count.

ACTION PLAN FOR NEXT YEAR: Increase database usage, had extensive staff training over the summer. Continue with library instruction sessions – both classroom and one-on-one.

Goal 2 - Growing relationships with faculty to assist in realigning library services with curriculum needs

K.P.I. #2	AQIP CATEGORY	GOAL	2016-17	2015-16	2014-15	2013-14	2012-13
Campus Satisfaction Survey	2, 5, & 6	4.25	4.38	4.27	4.03	N/A	N/A
# Of LibGuides (pathfinders)	2 & 5	40	19	19	14	10	5
Faculty One-on-one Conversations	2 & 6	50					
Faculty requests for materials/form	2 & 5	\$1000	\$828.70	\$812.41	\$1,494	\$920	N/A

ANALYSIS: Faculty requests are up. We were able to purchase nearly everything that was requested.

ACTION PLAN FOR NEXT YEAR: LibGuides will be monitored throughout the year – we would like to grow the number of guides and will encourage faculty to utilize this resource. Over the next year, we hope to incorporate a Learning Commons LibGuide and add Student Success Center information.

In order to grow relationships with faculty to assist in realigning library services with curriculum needs, it takes conversation. Visiting with faculty in their space, sending out informational email blasts to remind them of services/programs.

Goal 3 - Establish the library as the campus support /information center

K.P.I. #3	AQIP CATEGORY	GOAL	2016-17	2015-16	2014-15	2013-14	2012-13
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Mid-Plains Community College Team Report

Team Name: Learning Resource Center
Team Leader Name: Sky Seery

Increase stats for non-library related questions	2 & 5	300	1,265	947	187	N/A	N/A
Library H3lp chat	2 & 5	300	137	189	239	99	39
Agent Verso (ILS) Searches	2 & 5	100,000	107,299	138,391	47,589	N/A	N/A

ANALYSIS: The number of non-library related questions continues to grow. Ask-A-Librarian chat service saw a decline in the number of initiated chats, but did notice an increase this summer which is promising for the upcoming year.

ACTION PLAN FOR NEXT YEAR: Continue to promote the services the libraries offer to students on our campus and off campus.

REVIEW OF PRIOR YEAR (STRENGTHS)

13. **What accomplishments from the last year does the team feel really proud?** The circulation of materials is up. With the purchase of new materials we anticipate that this number will continue to grow as we've had interest from students and faculty.

14. **What accomplishments outside of the K.P.I.s did the team have?** Both campus libraries went through a weeding/shifting project that entailed deleting over 40 boxes of books, cleaning of the shelves and appropriately spacing the books to provide a pleasant and uniformed look. von Riesen moved tables/furniture and deep cleaned the library. An aesthetically pleasing space promotes pride in our area and provides students with a welcoming/healthy environment. Bobbi moved her office downstairs, allowing for that space to become a study room. Groups/individuals can study and the pianos have moved in there for students to use. We have a shared calendar for study room reservations (between LRC and SSC staff).



Mid-Plains Community College Team Report

Team Name: Learning Resource Center
Team Leader Name: Sky Seery

GOALS FOR UPCOMING YEAR

20. **Will any of the K.P.I. goals change and why?** No, goals will not change but we may change a few of the indicators.
21. **Are there any specific team goals for the next year to try to influence the K.P.I.s?** Providing all students with ease of access to all library materials; print and electronic and supporting information literacy on all campuses. This includes increasing library instructions and promoting our services.
22. **What are the major challenges the team faces (weaknesses)?** Weaknesses include both electronic resource increases and staffing. Our databases/online resource prices continue to rise and the budgets continues to shrink. The libraries are minimally staffed so illness or other factors can really disrupt operation. Turnover with part-time positions continues is always a concern. With additional staffing we would be able to hold programming events on both campuses. Currently programming ends up on the back burner.

OPPORTUNITIES

8. **What opportunities does the team envision?** Increased circulation of our physical items as well as the electronic resources to better serve our college, outlying campuses and communities. We would like to increase programming – partnering with Student Life to provide passive programming is one step, but to have genuine library programming that is on both campuses would bring interest to the library and also teach information literacy skills. We are trying to reach students and faculty in new ways. Cross-training of LRC/SSC staff to better provide services in our area and facilitate/implement the Learning Commons model.



Mid-Plains Community College Team Report

Team Name: Learning Resource Center
Team Leader Name: Sky Seery

THREATS

- 14. What outside threats can affect the results from this team over the next year?** The libraries are minimally staffed which can create issues in keeping our libraries open. However, we really work hard to make it work. Increasing database costs are a threat that we can't control.

CABINET REQUESTS

- 4. What special requests need to be considered by the College Cabinet?** Staffing. Have each library w/the same positions would really benefit both campuses.



Mid-Plains Community College Team Report

Team Name: Recruiting and Admissions
Team Leader Name: Mindy Hope

RECRUITING AND ADMISSIONS ROLES:

10. Increase new student enrollment.
11. Inform students in preparation for beginning college.
12. Provide collaboration college-wide for recruitment activities.

GOAL 1. – INCREASE NEW STUDENT ENROLLMENT									
1 - K.P.I. / SCORECARD / JENZABAR REPORTS	AQIP CATEGORY	GOAL	2016-17	2015-16	2014-15	2013-14	2012-13	2011-12	2010-11
40. INCREASE FIRST TIME FULL TIME ENROLLMENT	2	410	353	350	394	398	425	442	401
41. INCREASE # HS GRADS FROM AREA SCHOOLS	2	35%	Gathering #s from schools/transcripts						
42. INCREASE CAMPUS TOURS (8/25 – 8/25)	2	275	263	Goal=250 247	167	156	202		
<p>ANALYSIS: For most of this year, we had a full recruitment team who either had experience from the previous year, or had been hired/trained in the dual “Enrollment Counselor” role. This proved to be beneficial in taking comprehensive program information out to area high schools and college/community fairs, as well as maintaining a steady relationship with prospective students from time of recruitment through admissions and enrollment. This was our 2nd year to have Recruitment Team Representatives partnering with each Academic Division, which fostered some very positive partnerships and recruitment initiatives which will carry over into the 17-18 school year.</p> <p>ACTION PLAN FOR NEXT YEAR:</p> <ul style="list-style-type: none"> • Continued growth in relationships with HS Counselors (Enrollment Coaches) as well as other staff/faculty (Mindy/Kelly) • Continued improvement of MPCC faculty involvement in recruitment efforts, examples include: <ul style="list-style-type: none"> ○ Continued growth of Recruiter/Division Chair relationships and Faculty collaboration throughout the year to improve communication, share ideas, and assist in getting faculty into area high school classrooms ○ Involving MPCC faculty in more on-campus recruitment events (Reg Days, Group Tours, Open House events, Inter-High, FFA, etc.) & generate more on-campus events/groups tours ○ Involving faculty in monthly “call nights” ○ Providing effective call lists to Division Chairs/Faculty earlier in the semester and more frequently throughout the year. Include letter/email templates, call scripts and other tools for them to utilize • Continued improvement of the Campus Visit experience and enhanced Student Ambassador training/involvement • Improved response to online information requests • Compilation of ideas that would boost enrollment 5-10% and design plans to implement • Purchasing of names from ACT reports, which will assist in increasing ‘inquiries’ and conversion of inquiries to applicants 									



Mid-Plains Community College Team Report

Team Name: Recruiting and Admissions
Team Leader Name: Mindy Hope

- Targeted mailings and email blasts to specific student populations – promoting programs / events
- 7-14 Initiatives, Improved Dual Credit conversations/partnerships & on-campus event partnerships with Career Services
- Early Scholarship Offers & Corresponding Mailing (Formal Certificate)
- Continued participation in “Apply to College Days”, Senior Seminars, First Generation & other targeted summits

GOAL 2. – INFORM STUDENTS IN PREPARATION FOR BEGINNING COLLEGE

2 - K.P.I.	AQIP CATEGORY	GOAL	2016-17	2015-16	2014-15	2013-14	2012-13	2011-12	2010-11
43. SATISFACTION WITH OUTREACH / WHO HELPED ME MAKE THE DECISION (RECRUITER PLAYED A ROLE) From Entering Student Survey	2	90%	TBD	87%	85.6%	85.6%			
44. STUDENTS SERVED DURING REGISTRATION DAYS	2	250	172	166	164	209			
45. STUDENTS ATTENDING OPEN HOUSE EVENTS	2	35 / 55	43 / 61	MCC = 27 NPCC = 48					

ANALYSIS: With the switch to “Enrollment Counselors” – potential students now spend more time with “recruiters” and are better served because of the comprehensive process from inquiry to enrollment, as well as the one-on-one attention.

		<p>ACTION PLAN FOR NEXT YEAR:</p> <ul style="list-style-type: none"> Continued partnering and early planning with Marketing Team – to create & utilize best possible materials for recruitment Registration Day events continue to improve each year with more involvement from faculty, as well as key departments. Students/parents are reaping the benefits and sharing their appreciation for the quality of the event, as well as the thorough information they are receiving. Open House events were successful and we plan to improve on those – hosting both earlier in the fall so as to maximize relationships built during the events 7-14 Initiatives, Improved Dual Credit conversations/partnerships & on-campus event partnerships with Career Services Will also help in educating students/parents & counselors at an earlier stage in their post-secondary decision making 								
<p>GOAL 3. – PROVIDE COLLABORATION COLLEGE WIDE FOR RECRUITMENT ACTIVITIES</p>										
	3 - K.P.I.	AQIP CATEGORY	GOAL	2016-17	2015-16	2014-15	2013-14	2012-13	2011-12	2010-11
	46. INTERNAL CUSTOMER SERVICE SURVEY	2	3.8	4.06	3.96	3.37	N/A	N/A	N/A	N/A
		<p>ANALYSIS: Partnerships with Academic Divisions proved helpful in creating positive relationships and successful initiatives this year. Our team also worked to share plans, recruitment activity and outcomes more effectively on an area-wide basis this year.</p> <p>ACTION PLAN FOR NEXT YEAR:</p> <ul style="list-style-type: none"> Enhanced partnerships with Academic Divisions Continued improvement in sharing departmental plans, actions and outcomes area-wide. This will include a database or portal showing interdepartmental plans with area schools & businesses, emails and newsletters sharing goals, events, college fair & high school visit updates, “scorecards” showing numbers of schools visited and students contacted, individual & group tours, etc. Faculty will be encouraged to join in more on-campus recruiting events – and their involvement in such events will be tracked (i.e. Reg Days, Open Houses, Group Tours, Sports Nights for area high schools, Inter-High, Tech Fairs, etc.) Current recruitment events are being evaluated for areas of improvement and new events will be added this year Community Campuses will be receiving additional support and better communication through: <ul style="list-style-type: none"> Event Options (Tech Days, Reg Days, Orientation) 								



Mid-Plains Community College Team Report

Team Name: Recruiting and Admissions
Team Leader Name: Mindy Hope

		<ul style="list-style-type: none"> ○ The email/newsletter updates and Division Chair Partnerships - increasing knowledge of activities and accomplishments ○ Visits from the Admissions/Recruiting Coordinator each semester to discuss ideas/needs ○ Shared give-away items and marketing materials

REVIEW OF PRIOR YEAR (STRENGTHS)

15. What accomplishments outside of the K.P.I.s did the team have?

- Streamlined and more efficient daily admissions processes – and continuation of training/consulting in Jenzebar
- Improved onboarding process from recruitment, through admissions, to enrollment, opening of school and first weeks of class
- Improved Campus Visit Experiences and organized group visits which include time with faculty and hands-on activities.
- Continued growth and improvement of the Enrollment Coach roles
- More in-depth conversations with faculty to open doors for shared recruitment ideas, strategies, partnerships, goals and efforts
- Better communication and planning with the marketing department
- More in-depth conversations with students/parents, from initial recruiting phase to parent sessions at Reg Days, to better prepare them for success
- Cross-training in many areas to better serve students

GOALS FOR UPCOMING YEAR

23. Will any of the K.P.I. goals change and why?

The above goals are on target overall. However, for some, we are still figuring out what the specific number goals should be.



Mid-Plains Community College Team Report

Team Name: Recruiting and Admissions
Team Leader Name: Mindy Hope

24. What are the major challenges the team faces (weaknesses)?

- The need for support of module management on a daily basis.
- Keeping up with extensive outreach to large number of students, while still managing advising/admissions daily work and event management
- Continued need for updated Website – overall look and effective info for recruitment and admissions

OPPORTUNITIES

9. What opportunities does the team envision?

- Purchasing of ACT names and student information to increase the target market
- Continued improvement of the Admissions and “On-Boarding” Process
- Continued improvement of Jenzabar functions to best utilize tools, streamline processes and improve tracking/reporting
- 7-14 Initiatives / Improved partnerships with Career Services at on-campus events and with Dual Credit outreach/education/advising
- Increased “leads” with improved response to online information requests

THREATS AND REQUESTS

15. What outside threats can affect the results from this team over the next year?

- Demographics and high school populations

16. What special requests need to be considered by the College Cabinet?

- Continued encouragement of faculty to join in recruitment efforts – as their influence is such a key factor in students’ decision making.
- Individual, targeted marketing efforts & funding to support significant ideas/changes that would initiate increase in enrollment (i.e. academic programs, sports teams, events center, extra-curricular programs, etc.)
- “Tech Promise Program” in 18 county area
- Additional work-space for recruiting/admissions department (currently we are visiting with family/students in one corner, while staff are working in the other)
- Next-level support and assistance with Module Management



Mid-Plains Community College Team Report

Team Name: Student Life Housing
Team Leader Name: Dr. Brian Obert

HOUSING GOALS:

5. TO PROVIDE RESIDENTS WITH SAFE, COMFORTABLE HOUSING THAT ENABLES A QUALITY LIVING–LEARNING ENVIRONMENT
6. TO MAINTAIN UPDATED, CLEAN, AND APPEALING FACILITIES FOR RESIDENTS
7. TO CREATE AN ENVIRONMENT THAT PROMOTES CITIZENSHIP AND AN INCREASED UNDERSTANDING OF CULTURAL DIFFERENCE
8. TO SERVE AS GOOD STEWARDS OF MID-PLAINS COMMUNITY COLLEGE RESOURCES
9. TO SUPPORT MID-PLAINS COMMUNITY COLLEGE STUDENTS IN PERSISTING TO ACHIEVE THEIR EDUCATIONAL GOALS

HOUSING GOAL 1. - TO PROVIDE RESIDENTS WITH SAFE, COMFORTABLE HOUSING THAT ENABLES A QUALITY LIVING--LEARNING ENVIRONMENT

HOUSING GOAL 1 - K.P.I.	AQIP CATEGORY	GOAL	2016-17	2015-16	2014-15	2013-14	2012-13
34. COMPLETER REPORT – FULFILLED INDIVIDUAL NEEDS – HOUSING	2	3.8	AVAILABLE IN SPRING	3.58	3.67	3.68	3.52

ANALYSIS

- Trend through 2012-13 was in 3.53 range. 2013-15 saw significant increase in survey response to how well housing fulfilled student needs. 2015-16 was a challenging year from a student conduct and mental health perspective. It is likely that this impacted graduates responses related to housing.

ACTION PLAN FOR NEXT YEAR:

- Will institute drug dog campus walkthroughs in McCook and North Platte in Fall and Spring.
- Identifying themes to resident comments in Housing Surveys and implementing change based on the feedback.
- Will continue to implement an education based model for Code of Conduct Violations. In 2017-18 each campus will have a sanction coach, who will check in with students having unfinished sanctions to promote completion and minimize recidivism.

HOUSING GOAL 2 - K.P.I.	AQIP CATEGORY	GOAL	2016-17	2015-16	2014-15	2013-14	2012-13
35. HOUSING SURVEY Q9 – HOW WAS YOUR OVERALL EXPERIENCE LIVING IN YOUR RESIDENCE HALL (4.0 SCALE)	2	3.3	3.31	3.16	3.14	3.10	3.10
MCCOOK		3.3	3.19	3.27	3.12	3.13	2.95
NORTH NORTH PLATTE		3.3	3.44	3.06	3.29	3.15	3.34
SOUTH NORTH PLATTE		3.3	3.44	3.06	3.11	3.04	3.15

ANALYSIS

- Area-wide highest overall satisfaction with residence hall living experience in five years.



Mid-Plains Community College Team Report

Team Name: Student Life Housing Team
Leader Name: Dr. Brian Obert

- Brooks Hall had a series of mental health and behavioral challenges in 2016-17 that may have impacted the score.
- North Platte had an above average year due to professional growth of a quality, young staff.

ACTION PLAN FOR NEXT YEAR:

- Brooks Hall has added security and cosmetic upgrades in new doors and proximity door locks.
- Evaluate plans for L Street upgrades to allow for eight more residents.
- Finish out 905 and 907 D Street basements to allow four more residents
- Will explore new housing option with 4 more beds in the Fall.

HOUSING GOAL 2. - TO MAINTAIN UPDATED, CLEAN, AND APPEALING FACILITIES FOR RESIDENTS

HOUSING GOAL 3 - K.P.I.	AQIP CATEGORY	GOAL	2016-17	2015-16	2014-15	2013-14	2012-13
36. HOUSING SURVEY Q8 – MY RESIDENCE HALL FACILITIES ARE WELL MAINTAINED (4.0 SCALE)	2	3.35	3.33	3.13	3.22	3.21	3.13
BROOKS HALL		3.35	3.3	3.19	3.10	3.15	2.95
NORTH PLATTE NORTH		3.35	3.36	3.09	3.29	3.2	3.31
NORTH PLATTE SOUTH		3.35	3.36	3.10	3.31	3.27	3.23

ANALYSIS

- Brooks Hall facilities upgrades and renovations made a difference in student satisfaction.
- Upgrades to North Campus furniture and facilities have improved resident satisfaction with facilities in 2016-17. Will start looking to replace NPS furniture over next 2-3 years.



Mid-Plains Community College Team Report

Team Name: Student Life Housing
Team Leader Name: Dr. Brian Obert

- Area-wide increased usage of Housing Maintenance requests.

ACTION PLAN FOR NEXT YEAR:

- MCC - Next steps are replacement of room drapes over next 2 years. Upgrade existing off-campus (Complex) facilities.
- NPCC – Will start looking to replace NPS furniture over next 2-3 years.
- Continue implementing Residential Inventory Plan and put all items on a rotation plan to prevent heavily worn furniture from being put into use.

HOUSING GOAL 3. - TO CREATE AN ENVIRONMENT THAT PROMOTES CITIZENSHIP AND AN INCREASED UNDERSTANDING OF CULTURAL DIFFERENCE

HOUSING GOAL 4 - K.P.I.	AQIP CATEGORY	GOAL	2016-17	2015-16	2014-15	2013-14	2012-13
37. COMPLETER REPORT – UNDERSTAND OTHER CULTURES	1	4.0	AVAILABLE IN SPRING	3.92	4.07	3.85	3.91

ANALYSIS

- Student Life is in Year 3 of our Student Activities Programming Model. One of the three pillars of this model is programming to promote awareness and understanding of other cultures and viewpoints in the residence halls and on campus. Will wait to see if we have a sustained trend in the 16-17 responses to this question.

ACTION PLAN FOR NEXT YEAR:

- Continue the work to focus on more cultural understanding through passive programming and campus performances.
- Continue to assist students to see the broader scope of what understanding others may include: gender, race, religion, SES, geography, sexuality, etc.
- Bring more culture specific speakers to campus in 17-18.

HOUSING GOAL 4 - TO SERVE AS GOOD STEWARDS OF MID-PLAINS COMMUNITY COLLEGE RESOURCES							
HOUSING GOAL 5 - K.P.I.	AQIP CATEGORY	GOAL	2016-17	2015-16	2014-15	2013-14	2012-13
38. AVERAGE HOUSING OCCUPANCY PERCENTAGE (INCL. PARAMEDIC HOUSING) (FA W2+SP W16)/2	2 & 5	85%	82.7%	80.3%	76.3%	71.2%	
MCCOOK		90%	98.1%	96.2%	83.9%	70.1%	
NORTH PLATTE NORTH		75%	56.9%	44.0%	52.6%	71.7%	
NORTH PLATTE SOUTH		85%	76.4%	77.3%	77.6%	79.5%	
<p>ANALYSIS</p> <ul style="list-style-type: none"> MCC has seen sustained increase in demand for housing. Off-campus living arrangements were not conducive to increased housing retention Fall to Spring. NPCC - Continued use of 18 County Discount and Spring Beginnings played a role in increased NP housing occupancy. Phasing-in the Online Housing Contract has improved student access to contracts and deposits. It also allowed for better occupancy information for housing staff, earlier in the summer. MCC had 157 of 169 2017-18 residents complete online housing contract or 93.5%. <p>ACTION PLAN FOR NEXT YEAR:</p> <ul style="list-style-type: none"> MCC - Seeking out housing options and renovate existing off-campus (Complex) options will be next plan for resources. NPCC – Will spread athletes from NPS to NPN freed up some of the more desirable NPS housing for incoming general students. Should increase revenue. Will continue Spring Beginnings in 2017-18. 							
HOUSING GOAL 5. – TO SUPPORT MID-PLAINS COMMUNITY COLLEGE STUDENTS IN PERSISTING TO ACHIEVE THEIR EDUCATIONAL GOALS							
HOUSING GOAL 6 - K.P.I.	AQIP CATEGORY	GOAL	2016-17	2015-16	2014-15	2013-14	2012-13



Mid-Plains Community College Team Report

Team Name: Student Life Housing
Team Leader Name: Dr. Brian Obert

39. OFFICE OF INSTITUTIONAL RESEARCH & PLANNING; PERSISTENCE DATA DATABASE - FALL TO SPRING STUDENT PERSISTENCE	1	87.5%	81.1%	86.8%	77.4%	83.2%	81.4%
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ANALYSIS

- While Student Life is not solely responsible for persistence, Housing has more contact time with campus residents than any other department on campus giving our staff an opportunity to provide connections and support. Research has shown a positive correlation between student satisfaction with housing staff and facilities and student persistence. Given our contact time and the role we play in resident's lives, Housing has a stake in monitoring Fall to Spring Persistence.

ACTION PLAN FOR NEXT YEAR:

- Continue to engage residents educationally, socially, and as members of a community through RA programs and through regular professional staff interactions. Will aim for 87.5% Fall to Spring Persistence in 2017-18.

REVIEW OF PRIOR YEAR (STRENGTHS)

12. What accomplishments outside of the K.P.I.s did the team have?

- MCC – Continue to address increase in housing demand with a minimum of resident complaint.
- Improved usage of Online Housing Contract. Estimate that about 66% of applications came to MPCC through this portal. Will look to get to 90% in 17-18.
- Continued to upgrade facilities and furniture on both campuses (washers and dryers, couches, tables and rooms).
- Improved use of data to make informed decisions to benefit resident experience.

GOALS FOR UPCOMING YEAR

18. Will any of the K.P.I. goals change and why?

- We continue to review the Housing Survey process. No changes planned. Do not believe this will impact KPI's.

19. What are the major challenges the team faces (weaknesses)?



Mid-Plains Community College Team Report

Team Name: Student Life Housing
Team Leader Name: Dr. Brian Obert

- NPCC is closing on 100% occupancy to open the year. MCC is over 100% occupancy for opening. As potential on-campus housing for assistant coaches approaches, decisions will need to be made about where priorities lie (students vs. assistant coaches) and what are options for North Platte housing expansion.
- MCC – Currently, housing is asking coaches to restrict their recruitment, not significantly, but a bit for each team. If more housing options are made available, housing can allow for more residents for each team. Potentially increasing FTE.
- Area-wide - New video system coverage is not as complete as envisioned last summer. Would like to discuss additional cameras in coming years.

OPPORTUNITIES

7. What opportunities does the team envision?

- Changes in other departments and increasing inter-departmental collaboration should mean a higher quality experience for our residents. Student Life collaboration with Admissions (Orientation), Career Services and Financial Aid (OBE Fair), Learning Commons (Tutoring and Bridge to Success), and other departments has created richer opportunities for our students.
- Continued advances in data-informed decision making practices.
- There is a symbiotic relationship between increased enrollment and increased demand for housing. One drives the other. If we can continue to manage responsible occupancy growth, Housing can support increased enrollment and FTE for MPCC.
- If Brooks Hall expansion is a viable option, we could use this as a chance to address potential future needs including: overflow housing lounge, overflow/guest bathrooms, expanded laundry facilities, and additional staff housing space.

THREATS AND REQUESTS

12. What outside threats can affect the results from this team over the next year?

- Furnishings and equipment degrade over time and create students dissatisfaction with facilities. Developing a comprehensive furniture/equipment replacement program will minimize this threat to student satisfaction. We are fully implementing this plan in 2017-18.
- Occupancy requires that there is a critical mass of students seeking housing on-campus. While Housing does not control student interest, we do control housing policy. Policy change could increase housing occupancy by changing requirements for who must live on campus. A housing policy review may be a good idea.

13. What special requests need to be considered by the College Cabinet?

- Upgrades to video equipment will improve security on campus and minimize risk to safety of our students.



Mid-Plains Community College Team Report

Team Name: Student Life Housing Team
Leader Name: Dr. Brian Obert

- MCC – As housing expands, staffing has not kept up with growth. Full-time Housing Director, 70/30 Assistant Director/Women's Basketball Coach, and Intramural Coordinator (six nights per month on-call time) are living in 3 Complexes (Brooks, D Street, and L Street). If we do not house assistant coaches on campus and require on-call time, MCC will need to find additional staffing to prevent stretching staff too thin.



Mid-Plains Community College Team Report

Team Name: Student Life Student Activities and Student Organizations – 2016-17
Team Leader Name: Dr. Brian Obert

STUDENT ACTIVITIES AND STUDENT ORGANIZATIONS (SA/SO) GOALS:

1. TO CREATE A VIBRANT CAMPUS EXPERIENCE FOR MPCC STUDENTS BY PROVIDING OPPORTUNITIES FOR STUDENTS TO CREATE AND PARTICIPATE IN NUMEROUS, QUALITY STUDENT ACTIVITIES AND ORGANIZATIONS
2. TO OFFER PROGRAMS THAT PROMOTE 1) SOCIAL ENGAGEMENT, COMMUNITY BUILDING, & MPCC TRADITIONS; 2) HEALTH, WELLNESS, & INTRAMURAL ACTIVITIES; AND 3) LEADERSHIP, CITIZENSHIP, & UNDERSTANDING CULTURAL DIFFERENCES
3. TO SERVE AS GOOD STEWARDS OF MID-PLAINS COMMUNITY COLLEGE RESOURCES
4. TO SUPPORT MID-PLAINS COMMUNITY COLLEGE STUDENTS IN PERSISTING TO ACHIEVE THEIR EDUCATIONAL GOALS

SA/SO GOAL 1. - TO CREATE A VIBRANT CAMPUS EXPERIENCE FOR MPCC STUDENTS BY PROVIDING OPPORTUNITIES FOR STUDENTS TO CREATE AND PARTICIPATE IN QUALITY STUDENT ACTIVITIES AND ORGANIZATIONS

SA/SO GOAL 1 - K.P.I.	AQIP CATEGORY	2016-17 GOAL	2016-17	2015-16	2014-15	2013-14	2012-13
29. STUDENT ACTIVITIES AND STUDENT ORGANIZATIONS ANNUAL REPORT - AVERAGE NUMBER OF ACTIVITIES AVAILABLE PER WEEK – COMBINED	2	14.1	15.64	11.3			
MCCOOK		7.25	9.03	6.03			
NORTH PLATTE		6.75	6.46	5.28			
EXTENDED CAMPUSES		.1	.15	0			

ANALYSIS

- Previous Student Life Student Activities and Student Organizations Report Delivered for 2015-16 year.
- This data will allow Student Life to assess the number of student activities available to MPCC students once a third year of data has been collected.

ACTION PLAN FOR NEXT YEAR:

- Use data from 2016-17 to establish goals for 17-18.
- Look to identify and market off-campus community events to MPCC students.

SA/SO GOAL 1 - K.P.I.	AQIP CATEGORY	2016-17 GOAL	2016-17	2015-16	2014-15	2013-14	2012-13
30. CCSSE 9E. PROVIDING THE SUPPORT YOU NEED TO THRIVE SOCIALLY	2	2.5	2.31	N/A	2.37	N/A	2.36

ANALYSIS

- MPCC's most active Student Organizations went to a conference in 16-17.
- International Club, PTK, PBL, NAFME have hosted activities on campus including: Bake Sales, Pink-out, Blue-Out, Purple-Out, Bloodmobile, etc. Will continue to encourage organizations to do more on-campus programs.



Mid-Plains Community College Team Report

Team Name: Student Life Student Activities and Student Organizations – 2016-17
Team Leader Name: Dr. Brian Obert

- Added Fishing Club in North Platte.

ACTION PLAN FOR NEXT YEAR:

- Plan to add Trap Shooting Club in North Platte in 2018.
- Continue to use Student Senate to implement transparent, student-driven process to allocate funds for student organization campus events and conference travel.
- Per Cabinet, Student Life implemented the requirement that Student Organizations Funds pay for one advisor to travel to conferences. There was an additional cost to implementation, but no significant issues in 2016-17.
- Requirement for one representative from each student organization at each Student Senate meeting as a prerequisite for funding programs and travel has been effective and increased student representation at Senate.

SA/SO GOAL 2. - TO OFFER PROGRAMS THAT PROMOTE 1) SOCIAL ENGAGEMENT, COMMUNITY BUILDING, & MPCC TRADITIONS; 2) HEALTH, WELLNESS, & INTRAMURAL ACTIVITIES; AND 3) LEADERSHIP, CITIZENSHIP, & UNDERSTANDING CULTURAL DIFFERENCES

SA/SO GOAL 2 - K.P.I.	AQIP CATEGORY	2016-17 GOAL	2016-17	2015-16	2014-15	2013-14	2012-13
31. STUDENT ACTIVITIES AND STUDENT ORGANIZATIONS ANNUAL REPORT – TOTAL NUMBER OF PROGRAMS OFFERED AREA-WIDE (INCLUDES ATHLETICS, RA EVENTS, AND INTRAMURALS)	2	290	447	369			
SOCIAL ENGAGEMENT, COMMUNITY BUILDING, & MPCC TRADITIONS PROGRAMS OFFERED (INCLUDES ATHLETICS AND RA EVENTS)		190	263	241			
HEALTH AND WELLNESS PROGRAMS & INTRAMURAL ACTIVITIES PROGRAMS OFFERED (INCLUDES RA EVENTS)		70	71	54			

LEADERSHIP, CITIZENSHIP, & UNDERSTANDING CULTURAL DIFFERENCES PROGRAMS OFFERED (INCLUDES RA EVENTS)		30	113	74			
<p>ANALYSIS</p> <ul style="list-style-type: none"> Currently, only two years of data has been collected. No comparative data available. Eventually, this data will allow Student Life to assess the number of student activities available to MPCC students. <p>ACTION PLAN FOR NEXT YEAR:</p> <ul style="list-style-type: none"> Continue to effectively use Social Media, Weekly Newsletters, Flyers, Tinkle Times, and other tools for marketing. Looking to expand a new and improved Kiosk system over the 2016-17 academic year. We brought the Programming Model into balance by bringing more Leadership, Citizenship, and Understanding Cultural Difference events in 16-17. Will continue to focus on this goal in 17-18. Seek student focus group feedback on cultural programming to promote student engagement. In 16-17, Student Life hosted McCook and North Platte campus Cross Campus Intramural Championships in Ping Pong. In March 2017 McCook and North Platte sent 40 MPCC students to Kearney for a hockey game as part of the MPCC Road Trip program. Planning to go to Omaha for a Zoo trip in April 2018. 							
SA/SO GOAL 3 - TO SERVE AS GOOD STEWARDS OF MID-PLAINS COMMUNITY COLLEGE RESOURCES							
SA/SO GOAL 3 - K.P.I.	AQIP CATEGORY	2016-17 GOAL	2016-17	2015-16	2014-15	2013-14	2012-13
32. STUDENT ACTIVITIES AND STUDENT ORGANIZATIONS ANNUAL REPORT – FUNDS ALLOCATED BY STUDENT SENATE TO STUDENT ORGANIZATIONS – AREA-WIDE	2 & 5	\$30,000	\$36,619	\$29,651			
MCCOOK		\$14,000	\$20,521	\$16,926			
NORTH PLATTE		\$16,000	\$16,098	\$12,725			
<p>ANALYSIS</p> <ul style="list-style-type: none"> This has been an area of growth in student programming and student leadership. Collectively, Student Senate allocated \$41,050 to student organization conference travel and programs. The majority of the increase of 2015-16 is based on ensuring advisor travel is covered by Student Organizations funds and not Academic funds. 							



Mid-Plains Community College Team Report

Team Name: Student Life Student Activities and Student Organizations – 2016-17
Team Leader Name: Dr. Brian Obert

ACTION PLAN FOR NEXT YEAR:

- Will take advantage of the traction gathered this year to allocate entire budget in 17-18
- Will push organizations to request more funds for campus events.

SA/SO GOAL 4. – TO SUPPORT MID-PLAINS COMMUNITY COLLEGE STUDENTS IN PERSISTING TO ACHIEVE THEIR EDUCATIONAL GOALS

SA/SO GOAL 4 - K.P.I.	AQIP CATEGORY	2016-17 GOAL	2016-17	2015-16	2014-15	2013-14	2012-13
33. OFFICE OF INSTITUTIONAL RESEARCH & PLANNING; PERSISTENCE DATA DATABASE - FALL TO SPRING STUDENT PERSISTENCE	1	85%		83.8%	77.4%	83.2%	81.4%

ANALYSIS

- While Student Life is not solely responsible for persistence, Student Life has more contact with residential students than any other body on campus. In playing such a large role in student's lives we have a large stake in the persistence of our residents.

ACTION PLAN FOR NEXT YEAR:

- Continue to engage residents through student activities and student organizations.
- Seek to be more collaborative with other departments on campus.

REVIEW OF PRIOR YEAR (STRENGTHS)

11. What accomplishments outside of the K.P.I.s did the team have?

- While our social programs have been successful in the past, there was little educational programming done. Student activities has taken on the task of developing our students outside of the classroom and seen growth in activities and organizations activity levels and participation.
- MPCC Road Trip to Kearney. Student feedback led to upcoming Omaha Zoo Road Trip



Mid-Plains Community College Team Report

Team Name: Student Life Student Activities and Student Organizations – 2016-17
Team Leader Name: Dr. Brian Obert

- Student Senate Presidents have been active participants at Board of Governors meetings this year. We have seen increased Student Senate participation in 2016-17.

GOALS FOR UPCOMING YEAR

16. Will any of the K.P.I. goals change and why?

- Student Life reviewed its KPI's and realigned them for 2017-18. We do not anticipate changes to KPIs in the immediate future.

17. What are the major challenges the team faces (weaknesses)?

- 2016-17 saw campus activity numbers hold steady. However, the continued increase of Vendor/Performer rates while allocated Student Activity programming dollars holds steady has become a challenge. The Student Activities team has continued to negotiate with vendors for bulk rates, stacking bookings (McCook at 6pm and North Platte at 9pm), looked to local resources to address mandatory presentations (Sexual Assault Awareness), and by highlighting RA events, Student Organization events, intramurals, and community events, Student Life is maximizing resource usage.

OPPORTUNITIES

What opportunities does the team envision?

- Continued partnerships with other departments and community events to keep programming costs down. An example is the partnership between Student Activities and Learning Resource Center in passive programming to create programming for North Platte campus residents and non-traditional students.
- We are exploring partnerships with other Nebraska Community Colleges and local K-12 schools, but this is in its early stages and benefits are not expected immediately.
- Renewing partnership with local movie theaters for a regular college movie night.
- Offering Fox Theater programming for MCC students in 2017-18

THREATS AND REQUESTS



Mid-Plains Community College Team Report

Team Name: Student Life Student Activities and Student Organizations – 2016-17
Team Leader Name: Dr. Brian Obert

10. What outside threats can affect the results from this team over the next year?

- Student Orgs are successful because of quality advisors. I'd like to encourage some of our faculty members to advise an old organization or create a new one. I fear we are losing advisors in the next couple years that may be tough to replace.
- Student activities can become stale. We will continue to add new ideas to our existing rotation of programming activities similar to Road Trip to Hockey Game, Intramurals.

11. What special requests need to be considered by the College Cabinet?

- Increase the student life activity budget based on a yearly cost of living standard to keep up with the increasing prices of events and the agencies that control prices.



Mid-Plains Community College Team Report

Team Name: Student Success Center
Team Leader Name: Bobbi Barton

STUDENT SUCCESS CENTER GOALS:

1. TO SUPPORT MPCC STUDENTS IN THEIR PERSISTENCE TOWARD DEGREE COMPLETION.
2. TO PROVIDE QUALITY ACADEMIC SUPPORT SERVICES TO MPCC STUDENTS.
3. TO PROVIDE QUALITY SERVICE TO STUDENTS AND INTERNAL PARTNERS.

STUDENT SUCCESS CENTER GOAL 1 - TO SUPPORT MPCC STUDENTS IN THEIR PERSISTENCE TOWARD DEGREE COMPLETION							
STUDENT SUCCESS CENTER GOAL 1 - K.P.I.	AQIP CATEGORY	GOAL	2016-17	2015-16	2014-15	2013-14	2012-13
1. % OF TOTAL GRADES OF D,F,W	1	17%	N/A	20%	18%	20%	19%
2. FALL TO FALL RETENTION	2	65% (FT)	67% (FT)	60% (FT)	59% (FT)	53% (FT)	55% (FT)
3. FALL TO FALL RETENTION INCREASE (BRIDGE OVER NON-BRIDGE)	2	+20%	+9.9%	N/A	N/A	N/A	N/A
4. MENTORING	2	100 MENTEES	N/A (PASSIVE)	182 MENTEES	N/A	N/A	N/A

ANALYSIS

- To improve Fall to Fall Retention, we attempt to contact enrolled students with the intent to graduate who have not registered for classes the subsequent semester through Persistence Calls.
- We continue to lack participation in Early Alerts by faculty, across the campuses. There are many more students having academic difficulty than are currently being reported. If we can improve our Early Alert process, we should have higher success rates by decreasing DFWs and increasing retention.
- Bridge to Success is in its second year at McCook and success rates are high. We attempted BTS for Math at North Platte for 2017-18 but found that finding students with developmental Math needs are often on different degree tracks and, therefore, need different Math courses.
- Mentoring has been evolving over the last few years. Many different approaches have been attempted.
- MPCC Shakedown for 2016-17 for mentoring was a great new idea but not well-utilized by students and participation numbers were difficult to track.

ACTION PLAN FOR NEXT YEAR:

- We will work to ensure that NPCC & MCC are providing the same services using the same procedures in preparation for the new Learning Commons
- We have a new AQIP project to redesign Early Alerts that began in Fall 2017.
- We are working on DFW analysis so that we can plan for tutoring or other interventions where students struggle.
- Plans are being discussed for Bridge to Success at North Platte for English.
- New mentoring program being developed by Hayley Kobza, Student Success Coach, called SMP (Success Mentor Program). Community-based, career-based mentoring where students are matched with a mentor according to interests.

STUDENT SUCCESS CENTER GOAL 2 – TO PROVIDE QUALITY ACADEMIC SUPPORT SERVICES TO MPCC STUDENTS							
STUDENT SUCCESS CENTER GOAL 2 - K.P.I.	AQIP CATEGORY	GOAL	2016-17	2015-16	2014-15	2013-14	2012-13
47. STUDENT-TUTOR CONTACT HOURS (ON-SITE)	1	1200	1057	557	392	531	151
48. STUDENT-TUTOR CONTACT HOURS (ON-LINE)	1	500	242	61	N/A	N/A	N/A
49. CCSSE 4H: HOW OFTEN DID YOU TUTOR OR TAUGHT OTHER STUDENTS (PAID OR VOLUNTARY) (4.0 SCALE)	2	2.0	1.36	N/A	1.46	N/A	1.42
50. CCSSE 9B: HOW MUCH DOES THIS COLLEGE EMPHASIZE PROVIDING THE SUPPORT YOU NEED TO HELP YOU SUCCEED AT THIS COLLEGE (4.0 SCALE)	2	3.2	3.11	N/A	3.07	N/A	3.04
51. CCSSE 12.1D: HOW OFTEN DO YOU USE PEER OR OTHER TUTORING (2.0 SCALE)	2	.60	.54*	N/A	1.43	N/A	1.37
* CCSSE Scale changed for 2016-17, no accurate comparison to prior years							
ANALYSIS							
<ul style="list-style-type: none"> Tutor contact hours is a category where we have not had accurate measurements in the past as each location tracked their data in different ways, i.e., electronically and paper-pencil. The data for student-tutor contact hours reflects only NPCC numbers prior to 2016-17. We attempted after-hours and Sunday tutoring in Brooks Hall at MCC in the Fall 2016. We found that the tutoring hours were not being used so we discontinued this service for the Spring 2017. Brainfuse usage continues to increase. 							
ACTION PLAN FOR NEXT YEAR							
<ul style="list-style-type: none"> We will continue to track contact hours consistently for all campuses for both on-site and on-line tutoring through Brainfuse. 							

- We plan to continue to work with faculty to make sure they are aware of the SSC services and encourage them to promote the services.
- We will continue work to ensure that NPCC & MCC are providing the same services using the same procedures in preparation for the new Learning Commons.

STUDENT SUCCESS CENTER GOAL 3 – TO PROVIDE QUALITY SERVICE TO STUDENTS AND INTERNAL PARTNERS

STUDENT SUCCESS CENTER GOAL 3 - K.P.I.	AQIP CATEGORY	GOAL	2016-17	2015-16	2014-15	2013-14	2012-13
1. SSC REPORT – STUDENT SUCCESS CENTER SERVICE SURVEY – COMPLETERS REPORT (5.0 SCALE)	2	4.0	4.26	4.21	N/A	N/A	N/A
2. INTERNAL CUSTOMER SATISFACTION SCORE	2	4.0	4.27	4.02	4.0	N/A	N/A
3. CCSSE 12.2D: HOW SATISFIED ARE YOU WITH PEER OR OTHER TUTORING (2.0 SCALE)	2	1.30	1.20*	N/A	2.20	N/A	2.05

** CCSSE Scale changed for 2016-17, no accurate comparison to prior years*

ANALYSIS

- The Student Success Center question was new on the graduation survey in 2015-16. We are excited to get this data each year and aim for continuous improvement.

ACTION PLAN FOR NEXT YEAR:

- We continue to work on marketing our services and open lines of communication with students and faculty.

REVIEW OF PRIOR YEAR (STRENGTHS)

16. What accomplishments outside of the K.P.I.s did the team have?

- Brainfuse online tutoring services utilization grew throughout the 2016-17 school year, and continues to grow. We believe this is due to getting the word out and positive feedback shared both from student-to-student and faculty-to-student.
- Research continued regarding forming the new The Learning Commons concept. LC Admin visited several other campuses with the Learning Commons concept.
- Began cross-training for the Learning Commons staff.
- Had an area-wide Learning Commons meeting, as well as individual department meetings (LRC & SSC) to work to establish the team concept of the Learning Commons.

GOALS FOR UPCOMING YEAR

1. Will any of the K.P.I. goals change and why?

- We will track the number of sections reporting FDNS & EA.
- We will need to find a way to measure the effectiveness of the new mentoring approach (retention, graduation rates, etc.)

2. What are the major challenges the team faces (weaknesses)?

- Getting students to use the Student Success Centers, both for tutoring services as well as studying individually or in groups.
- Getting buy-in from faculty for Early Alerts; investigating ways to improve this through AQIP Early Alert Remodel project.
- Getting student and mentor participation in mentoring.
- Buy-in for the new Learning Commons.
- Staff transitions; filling a vacated position or restructuring.
- Adequate coverage for the Student Success Centers based on staffing structure; need more overlap of hours.

OPPORTUNITIES

1. What opportunities does the team envision?

- Continued advances in data-informed decision making practices.
- Implement survey throughout school year to assess effectiveness of SSC.
- Working with the LRC & SSC staffs to form The Learning Commons.
- Continue cross-training the staff for The Learning Commons.
- Moving forward with the physical plans for the Learning Commons.

THREATS AND REQUESTS

17. What outside threats can affect the results from this team over the next year?

- Changes in legislative mandates toward education
- Budget cuts
- Recruiting challenges
 - Increase in student enrollment: challenge for the SSC to maintain
 - Decline in student enrollment: usage of SSC numbers fall

18. What special requests need to be considered by the College Cabinet?

- Support for the implementation of the Learning Commons (technology, structural, staff)
- Faculty & staff support for Early Alerts across the campuses