SAI: ENGAGEMENT GOAL REGARDING LAUNCH & INTEGRATION OF SUITABLE

SMART Goal: Implement a soft rollout of the new student engagement software, Suitable, to assist in reengaging students back to campus life through cocurricular experiences that will begin in Fall 2022 with a focus on only student leaders. A full implementation and launch of Suitable will begin in Spring 2023 for all students.

Progress Metrics:

☐ 100% completion of training for all 3 software administrator roles, all SAI staff users, and Division of Student Affairs leadership staff members.
☐ Registration and implementation of Suitable to all student clubs/orgs, and individual registrations of student club/org officers with at least 100% participation rate of club/org, and 75% participation rate of individual student leader use by end of Fall 2022.
☐ Marketing of registration for all students will begin in Spring 2023 with at least 50% of students registering.

Q1 Indicator:

☐ Identify the 3 Administrator roles for the software (only 3 are allowed).
☐ Schedule and train all software administrators.
☐ Administrators will host training for all Student Affairs stakeholders (SAI and DSA Leadership).
☐ SAI will implement all Fall programming into Suitable.
☐ Student clubs/orgs will be trained during their annual Fall club/org leader training. SAI will schedule multiple demo sessions for student groups throughout the Fall semester.
☐ Spring 2023 launch event will begin being planned.

Q2 Indicator:

☐ SAI will continue to register student clubs/orgs and student leaders.
☐ Two focus groups of current users will be completed by the end of Fall 2022, which will drive how the full rollout will move forward.
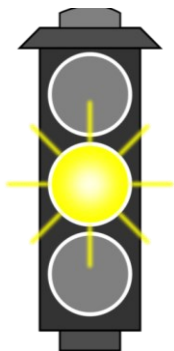☐ Full launch event will be finalized for all 3 campuses, as well as, marketing strategies.

Q3 Indicator:

☐ An overall campus-wide (all 3 campuses) event to fully launch Suitable will be hosted by SAI during Welcome Weeks.
☐ Weekly tabling events will be planned to register students.
☐ SAI and DSA in collaboration with IEPR will create assessment strategies to gain data from student experiences of Suitable.

Q4 Indicator:

☐ Implementation of assessment strategies.
☐ A report will be created to measure the impact of Suitable.

Progress Update:

As of October 10, 2022, Student Activities & Inclusion is moderately on track to complete the objective actions to meet this engagement College goal. SAI's ability to focus time, energy, and resources on this goal were severely impacted by the delayed, nebulous approval chain to requisition Suitable; even now, SAI's forward momentum is on pause as the purchasing, procuring, contracting, and paying processes finish. Currently, SAI, in tandem with the Dean of Student Affairs, has successfully presented Suitable to key constituent groups, such as SGA and CLT, as well as faculty partners; staff integral to SAI and DSA have also held meetings to explore Suitable's suite of functionality so as to develop internal frameworks for action to help meet the College goal's identified objective actions.

SAI: INCLUSION GOAL REGARDING PERSONALIZED & CULTURALLY RELEVANT PROGRAMMING

SMART Goal: In order to provide 100% of new underrepresented students with personally, culturally-relevant experiences to increase their connection to CLC which will help eliminate the opportunity gap by 2024.

Progress Metrics:

☐ Beginning July 1, 2022, and completing by June 30, 2023, SAI will provide tailored programs through a DEI strategic framework by offering a more holistic and inclusive experience for all students

Q1 Indicator:

☐ 100% of identified SAI related procedures (11 in total) will have been reviewed and assessed utilizing the DEI assessment tool.

Q2 Indicator:

☐ By the end of Fall 2022, a review and assessment of 6 selected procedures will be completed and recommended revisions and next steps will be reported for continuous improvement.

Q3 Indicator:

☐ The percentage of cocurricular involved students will increase from 80.6% to 81% by the end of Fall 2022.
☐ By providing culturally-relevant experiences in Fall 2022, dialogues on best practices between SAI staff, students, and stakeholders will increase and be held every quarter, at least three times per semester.

Q4 Indicator:

☐ By the end of the Spring 2023, an annual review process workflow will be defined and operationalized to account for the continuous improvement of SAI procedures.
☐ All SAI programming will be assessed and reviewed to meet 100% of the DEI strategic framework.
☐ The percentage of cocurricular involved students who are retained from their first semester (Fall) to third semester (Fall) will increase from 63.1% to 67% by FY24.
☐ 100% of all culturally-relevant experiences will have student satisfaction assessment survey results of 75% satisfaction and will guide future experiences.

Progress Update:
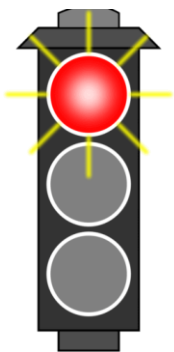
As of October 10, 2022, Student Activities & Inclusion is notably off track to complete the objective actions to meet this inclusion College goal. A variety of environmental and contextual factors seem to have negatively impacted SAI's ability to focus time, energy, and capacity to these objective actions, such as onboarding two new staff members without a preestablished understanding of departmental operations, including a heightened sociopolitical personnel environment drawing SAI into unfounded criticism, a new Director and a new Military-affiliated Student Outreach & Programs Coordinator, and scrambling to fill staffing gaps with three key vacancies pertaining to inclusivity programming for which the department wasn't prepared: the African American Student Outreach & Programs Coordinator, the Women's Student Outreach & Programs Coordinator, and the Student Organizations & Multicultural Programs Coordinator. A few key notations here, though, include: a.) developing a holistic framework for success and support of African American / Black students, b.) realigning staff positionality within SAI to be more fully inclusive of the broad spectrum of identities of gender and sexual orientation, c.) building a fully inclusive and engaging events calendar for the CLC community within each of our served affinity group areas as well as social- and recreation-focused programs, d.) beginning the process of re-inventorying all SAI processes, guidelines, and operations to reanalyze and reconceptualize process mapping, noting that SAI has substantially more processes than eleven, and e.) beginning the process of building a comprehensive framework of SAI assessment, evaluation, and research planning. I don't know that the identified data point growth (80.6% to 81%, and 63.1% to 67%) is attainable at this point in the academic year given the pressures upon SAI and its staff.

SAI: ENGAGEMENT GOAL REGARDING LAUNCH & INTEGRATION OF SUITABLE

SMART Goal: Implement a soft rollout of the new student engagement software, Suitable, to assist in reengaging students back to campus life through cocurricular experiences that will begin in Fall 2022 with a focus on only student leaders, work-study students, and student athletes. A full implementation and launch of Suitable will begin in Spring 2023 for all students.

Progress Metrics:

☐ 100% completion of training for all 3 software administrator roles, all SAI staff users, and Division of Student Affairs leadership staff members.

☐ Registration and implementation of Suitable to all student clubs/orgs, and individual registrations of student club/org officers with at least 100% participation rate of club/org, and 75% participation rate of individual student leader use by end of Fall 2022.

☐ Marketing of registration for all students will begin in Spring 2023 with at least 50% of students registering.

Q1 Indicator:

☐ Identify the 3 Administrator roles for the software (only 3 are allowed).

☐ Schedule and train all software administrators.

☐ Administrators will host training for all Student Affairs stakeholders (SAI and DSA Leadership).

☐ SAI will implement all Fall programming into Suitable.

☐ Student clubs/orgs will be trained during their annual Fall club/org leader training. SAI will schedule multiple demo sessions for student groups throughout the Fall semester.

☐ Spring 2023 launch event will begin being planned.

Q2 Indicator:

☐ SAI will continue to register student clubs/orgs and student leaders.

☐ Two focus groups of current users will be completed by the end of Fall 2022, which will drive how the full rollout will move forward.

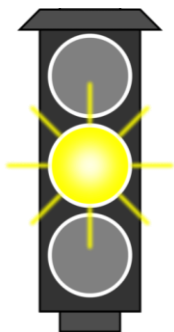☐ Full launch event will be finalized for all 3 campuses, as well as, marketing strategies.

Q3 Indicator:

☐ An overall campus-wide (all 3 campuses) event to fully launch Suitable will be hosted by SAI during Welcome Weeks.

☐ Weekly tabling events will be planned to register students.

☐ SAI and DSA in collaboration with IEPR will create assessment strategies to gain data from student experiences of Suitable.

Q4 Indicator:

☐ Implementation of assessment strategies.

☐ A report will be created to measure the impact of Suitable.

Progress Update:

As of January 10, 2023, Student Activities & Inclusion is moderately on track to complete the objective actions to meet this engagement College goal, although the soft launch must be delayed to Spring 2023 and the full launch must be delayed to Fall 2023. DoSA / SAI have identified **the three administrators, Zach, Jackie, and Brad, for Suitable,** scheduled **a training date on January 11, 2023,** drafted **the app logo and badge logo designs, and** migrated **identified programs, tasks, and interventions into the app sandbox for inclusion in the program. SAI needs to still plan and schedule student leader, work study, and athlete trainings, plan and schedule fellow Student Affairs educator trainings, design a full program assessment framework, and envision a full launch event with all associated marketing strategies. Of note: IT Cybersecurity has still not implemented SSO/SIS and whitelisting permissions necessary for Suitable to work for CLC students.**

SAI: INCLUSION GOAL REGARDING PERSONALIZED & CULTURALLY RELEVANT PROGRAMMING

SMART Goal: By Fall 2022, provide 100% of incoming underrepresented students with personally, culturally-relevant experiences to increase their sense of belonging and connection to CLC, helping to eliminate the opportunity gap by 2024 in accordance with the CLC Equity & Success Plan. Through the reorganization of Student Activities & Inclusion, operating under a DEI strategic framework, all programs and initiatives will be tailored through the Integrated Programming Model to offer a more holistic and inclusive experience for all students. Student experiences will be captured through assessments in partnership with IEPR.

Progress Metrics:

- ☐ Beginning July 1, 2022, and completing by June 30, 2023, SAI will provide tailored programs through a DEI strategic framework by offering a more holistic and inclusive experience for all students.
- ☐ 100% of identified SAI-related procedures (11 in total) will have been reviewed and assessed utilizing the DEI assessment tool.
- ☐ By the end of Fall 2022, a review and assessment of 6 selected procedures will be completed and recommended revisions and next steps will be reported for continuous improvement.
- ☐ The percentage of cocurricular-involved students will increase from 80.6% to 81% by the end of Fall 2022.
- ☐ By providing culturally-relevant experiences in Fall 2022, dialogues on best practices between SAI staff, students, and stakeholders will increase and be held every quarter, at least three times per semester.
- ☐ By the end of the Spring 2023, an annual review process workflow will be defined and operationalized to account for the continuous improvement of SAI procedures.
- ☐ All SAI programming will be assessed and reviewed to meet 100% of the DEI strategic framework.
- ☐ The percentage of cocurricular involved students who are retained from their first semester (Fall) to third semester (Fall) will increase from 63.1% to 67% by FY24.
- ☐ 100% of all culturally-relevant experiences will have student satisfaction assessment survey results of 75% satisfaction and will guide future experiences.

Q1 Indicator:

- ☐ Finalize the SAI Integrated Programming calendar to offer four (4) student experiences a month under the tenets of the Integrated Programming Model.
- ☐ Begin planning of two higher level DEI initiatives (Social Justice Summit and DEI Student Retreats) to compliment the new SAI model.
- ☐ Conduct student focus groups, totaling 50 students, to assess SAI space needs to encourage a more collaborative approach, completed by the end of Q1.

Q2 Indicator:

- ☐ Finalize design proposal for SAI that fits into the Lancer Success Framework with associated costs to implement a programming, outreach, and support model that supports all students, but in particular students of color, and their success through greater utilization trends.

Q3 Indicator:

- ☐ Implement new culturally-relevant programming through the strategic DEI framework and the SAI Integrated Programming model.
- ☐ Implement new SAI design proposal, in tandem with other Student Affairs and Student Development recommended space changes.

Q4 Indicator:

- ☐ Assess the impact of redesigned SAI physical spaces, integrated programming, and intentional experiences for students by end of Q4 in partnership with IEPR. This framework will be constructed collaboratively with IEPR to target 100% of students to meet College Goal.

Progress Update:
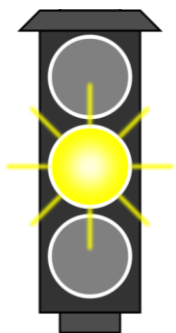
As of January 10, 2023, Student Activities & Inclusion is moderately on track to complete the objective actions to meet this inclusion College goal. Although SAI still has a few large roadblocks to still overcome, notably 1.) re-inventorying SAI processes, guidelines, and operations to reanalyze and reconceptualize process mapping, 2.) building a comprehensive framework of SAI assessment, noting that currently SAI has no means to effectively collect meaningful data, and 3.) recognizing that the identified data growth (80.6% to 81%, and 63.1% to 67%) are attainable at this point in the academic year, SAI successfully rallied to build up an integrated programming calendar with well over four events per month. Additionally, SAI integrated itself into Lancer Success Council and hosted wide conversations about growing coverage in LSC and Diversity Council, as well as finalized the SAI physical space redesign, which reflected huge growth areas since October.