

BELLARMINE UNIVERSITY



STUDENT SUCCESS

C E N T E R

STRATEGIC PLAN • 2022-2027

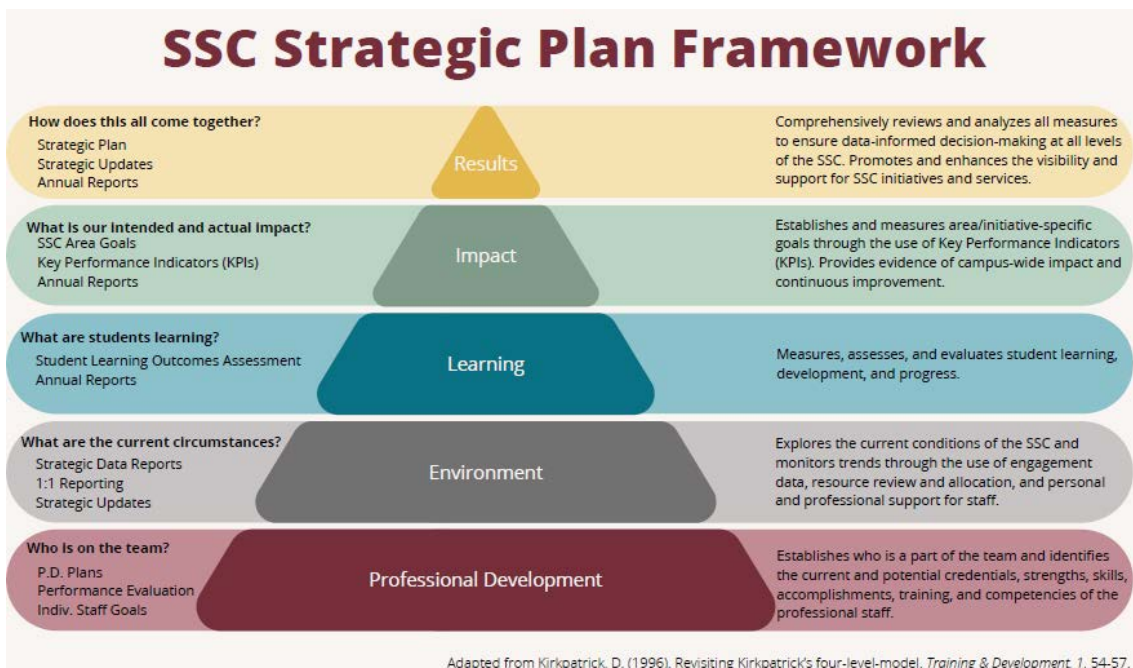
Student Success Center Mission

The mission of the Student Success Center is to prepare students to become critically engaged and integrative learners inside and outside of the classroom. This is realized by providing students with a community where they can develop skills to be agents of their learning, development, and academic enrichment through informed, inclusive and equitable practices.

Student Success Center's Strategic Framework

The SSC Strategic Plan Framework is designed to guide our approach to strategic planning and assessment through the use of five distinct elements: Professional Development, Environment, Learning, Impact, and Results. These five elements work together to create a pyramid, as they build upon each other and create a comprehensive, integrated view of our work. This framework highlights the importance of the elements working together, but also distinguishes each one with their own unique measures, mechanisms, and outcomes. Each of the Strategic Goals listed in this plan corresponds to one of the elements in this framework.

The SSC includes a variety of functional areas, programs, and services, each with their own specific goals, outcomes, and assessments. These areas and programs include academic advising, academic coaching, academic recovery, tutoring and writing support, testing center, learning communities, Pioneer Scholars programming for first-generation college students, BU100 FYE course, and strategic retention efforts, and study abroad. Through implementation of this SSC Strategic Plan Framework, all areas of the SSC can align with these broader elements to ensure cohesion and consistency.



Strategic Goal 1: Provide Opportunities for Students that are Impactful, Transformative, and Meaningful

1.1. Relocate the Student Success Center to enhance visibility and access for SSC programs and services

- 1.1.1 Identify a more visible location for SSC services to increase access to services.

1.2. Enhance access and sustain equitable practices throughout all services

- 1.2.1 Academic Services will continuously assess academic readiness needs to support student academic success.
- 1.2.2 Academic Services will strengthen the Academy Recovery Program by establishing consistent academic recovery plans for students and a professional academic coach position.
- 1.2.3 Academic Services will support first-year students' acclimation to college through further development of the Peer Coaching Program.
- 1.2.4 The Tutoring Center will serve 50% of the first-year cohort.
- 1.2.5 The Writing Center will serve 15% of undergraduate students.
- 1.2.6 Assess the delivery of testing accommodations to ensure accessibility.
- 1.2.7 The Academic Advising Center will implement the Advising as Teaching Model for all students served by professional SSC advisors.

1.3. Enhance access and sustain equitable practices throughout all programs

- 1.3.1 Add two new Learning Communities, with at least one identity-based community.
- 1.3.2 Pioneer Scholars will engage 40% of all undergraduate first-gen students beyond the first year.
- 1.3.3 First-Gen graduate and post-traditional student support needs will be assessed, and programming will be expanded to support these populations.
- 1.3.4 Navigate First-Gen early arrival program will support 50 incoming first-gen students annually.
- 1.3.5 Pioneer Scholars will support first-generation families by holding at least one family-inclusive program each semester.
- 1.3.6 25% of undergraduate students will participate in at least one study abroad or international program.
- 1.3.7 Study Abroad and International Programs will support at least 5 BU faculty-led programs per academic year.

- 1.3.8 Study Abroad and International Programs will maintain partnerships with at least 20 institutions across the world, representing multiple countries, continents, and areas of study, and provide students with a catalog of options that align with student academic requirements and interests.

Strategic Goal 2: Strengthen Student Learning Across All Programs and Services

2.1. Maintain a cyclical process to assess and improve student learning outcomes in all functional areas of the SSC

- 2.1.1 Create a new 3-year cyclical assessment plan.

2.2. Support the university's transition to the new CORE curriculum

- 2.2.1 Create major maps aligned with the new CORE.
- 2.2.2 Provide professional development and support for professional advisors on the new CORE.
- 2.2.3 Learning Communities will reassess curricular and co-curricular offerings and align with the core curriculum and ensure that each community has a minimum of three LC-themed courses each academic year.

Strategic Goal 3: Proactively Contribute to a Campus Environment that Recognizes, Values, and Supports Students' Lived Experiences

3.1. Maintain strategic and intentional collaboration with our campus partners and stakeholders

- 3.1.1. Adopt practices that recognize students have intersecting social identities by developing and assessing a plan with appropriate campus stakeholders.
- 3.1.2. Academic Advising Advisory Council will assess and design best practices that contribute proactively to creating academic advising service and delivery that recognizes, values and celebrates students' lived experiences from an equitable lens. Academic Advising Center will recognize, value and support students' lived experiences through using various strengths based, and holistic advising models.
- 3.1.3. Re envision the role of Professional Academic Advisors will serve as academic department liaisons and communicate with departments in an ongoing way to have clear understanding of the degree programs in order to provide the best information to serve advisees.

3.2. Utilize Data Informed Practices

- 3.2.1. All SSC areas will utilize theoretical and empirical based research to inform best practices and will document and disseminate this information through multiple mechanisms.
- 3.2.2. All SSC areas and individual staff will provide comparative data and report monthly trends through appropriate channels.
- 3.2.3. All SSC areas will develop an annual review of equitable and inclusive practices.

3.3. Establish Intentional Representation on committees

- 3.3.1. Establish process to determine strategic committee decisions.
- 3.3.2. Establish a process for communicating information back to the SSC.

3.4. Support students in navigating the university environment inside and outside the classroom

- 3.4.1 Create internal review process to understand, regularly review, and evaluate university-wide policies and SSC-wide policies and procedures that impact student success.
- 3.4.2 Develop a process to support students in navigating policies, curriculum, and university processes.
- 3.4.3 Academic Advising will support students to effectively navigate the curricular and co-curricular university environment, to assist in providing social capital and a sense of belonging.
- 3.4.4 Support the development and implementation of the JED Campus 5-Year Strategic Plan.

3.5. Identify grant and funding opportunities to increase capacity

- 3.3.1. Apply for two grants annually.

3.6. Identify and mitigate barriers to retention

- 3.6.1. Student Success Task Force will develop and implement a strategic data road map.
- 3.6.2. Utilize Predictive Analytics to assess trends and support focused interventions & support for students.

- 3.6.3. Utilize non-cognitive assessment to identify cohort trends, and create focused interventions and collaborative programming to create opportunities for success.
- 3.6.4. Utilize the Beacon early alert functionality to assess trends to create intentional, focused interventions and support for students.

Strategic Goal 4: Support Professional and Student Staff in Holistic Development

4.1 Professional Development

- 4.1.1 All SSC Staff will integrate wellbeing into professional development plans.
- 4.2.1 All SSC staff will maintain, review, and implement an annual professional development plan.

4.2. Student leader development

- 4.2.1 Revise and assess training and professional development to align with career readiness core competencies.

4.3. Professional Mobility Plan

- 4.3.1 Work with the Chief Human Resources Officer to create a professional mobility plan for SSC staff members.