



Student Affairs Master Plan

What Goes on the List?

Within individual departments and based on engagement with other areas of the College, the Student Affairs Master Plan identifies activities that:

- Advance the College's strategic plan (identify specific objective); *and*
- Require significant participation from more than one Student Services Department or other campus departments/divisions (identify those affected); *and*
- Are not a routine part of daily operations; *and*
- Involve more than 30 hours of work over the *duration* of the project; *and*
- Are temporary in nature, meaning it has a definitive start and stop date (noting that the results may continue over time).

What Type of Activity is it?

Broken (Br): A process, policy or system that is broken, has the potential to disrupt services to students or other campus stakeholders, causes issues for its intended constituent, or negative impacts for student, staff or departments.

Mandatory: A process, policy or project that 1) is mandated via an institutional, state, or federal decision/directive or 2) ensures technical system operational sustainability. Must include a deadline which falls within the planning process timeline (~18 month) and/or is identified as a high-risk item due to likelihood of audit, fine or other negative repercussion.

Advance: Needed to advance the quality, service and efficiency for an *existing* service or program.

Bonus (Bo): *New* program or service needed to make progress towards institutional, division, or department goals.

STUDENT AFFAIRS DIVISION MASTER PLAN

Student-Ready College: COCC welcomes all students by addressing their individual needs and helping them achieve their goals.				
Activity	Brief Description	Project Type*	Student Affairs' Leads	Status
CCC and Ochoco Remodel	Creation of a one-stop resource center that includes STEP, Thrive/Benefits Navigator, Food Bank, and Clothing Connection; co-location of ODI team to CCC; and move C-Store to Bookstore.	Adv	Christy, Andrew, Lindsay	In process, with scheduled completion in fall 2025.
Guided Pathways – Advising & Career Services	GP workgroup is working on the redesign of advising and careers within education pathways; how we better support students through their journey at COCC from start to finish; and the collaboration between all parties supporting the student.	Adv	Diane	Work is progressing as planned and remains on track for our Fall 2026 launch.
Guided Pathways – Onboarding	Assess the existing new student onboarding process, spanning from application to the start of the term, and identify any necessary adjustments to alignment with Educational Pathways. Includes how to support exploratory students during the onboarding process.	Adv	Tyler	Work is progressing as planned and remains on track for our Fall 2026 launch.
Guided Pathways – Admitted Student Communications	Determine how to best redesign current CRM-driven admitted credit student communications to align with Educational Pathways.	Adv	Sharon, Kayleen	Work is on hold pending implementation of Slate CRM and admissions application.
Guided Pathways Bobcat Welcome and Bobcat Orientation	Redesigning Bobcat Welcome and Bobcat Orientation for new students with a Guided Pathways frame, which will better connect students with faculty, staff, peers, and resources/strategies for student success within their Educational Pathway.	Adv	Buffy, Andrew	Bobcat Welcome on track for October 2025; Bobcat Orientation on track for fall 2026 launch.
Web Redesign – Guided Pathways and Student Support Services	Using an audit of COCC's website, complete a comprehensive redesign encompassing our homepage, future student pages, and student services/resources areas, all done using a Guided Pathways framework.	Adv Broken	Tyler	Launch October 6, 2025

Early Assist - Scaling	Increase the reach of COCC's early assist program beyond the programs currently involved. Goal is to significantly increase the number of students served, doing so with an eye towards process efficiency and support from other student service areas.	Adv	Andrew, Buffy	Plan to scale up across all academic programs; date TBD.
Student Survey Redesign	Transitioning from using CCSSE, SENSE and the Campus Climate Survey to gather student feedback on college engagement to an internal survey specific to COCC needs and programs. The goal is to have the survey administered for the first time during the 2025-26 academic year.	Adv	Brynn	Brynn to do initial kickoff meeting with Andrew, Christy and Tony Russell. Larger group to start in spring 2025.
Web redesign, including student support services pages	The approved vision for COCC's public site is to focus on prospective students as the primary audience, allowing us to make targeted improvements to site IA, UI, and UX based on best practices. Prioritize a full redesign of the following pages: <ul style="list-style-type: none"> • Homepage complete redesign • Future Students areas' complete redesign • Student Services/Resources areas' complete redesign • Replace current cocc.edu search with search option that meets or exceeds expectations Phase II will be a complete website redesign.	Adv Broken	Tyler	Should begin work on the prioritized pages after the GP launch in October 25' – likely a 1–2-year project. Followed by a complete website redesign.

Access: COCC expands access by providing students with equitable opportunities and the resources needed to achieve their goals.				
Activity	Brief Description	Project Type*	Student Affairs' Leads	Status
TRiO Student Support Services Grant	The federal TRiO Student Support Services (SSS) grant helps underrepresented and low-income students with intensive wrap around supports to enroll in and succeed in college. The grant is due in December	Bonus	Alicia, Andrew	Will be notified of grant application outcome in July 2025.

	2024 and will be modeled after TRiO SSS best practices. If the grant is awarded, the program will start in fall 2025.			
TRIO Educational Opportunity Center Grant	The Educational Opportunity Centers program provides counseling and information on college admissions to qualified adults who want to enter or continue a program of postsecondary education. The program also provides services to improve the financial and economic literacy. Educational Opportunity Centers U.S. Department of Education	Adv	Alicia, Tyler	Application is due December 2025 or January 2026.
TRIO Talent Search Grant	The Talent Search program identifies and assists individuals from disadvantaged backgrounds who have the potential to success in higher education by providing academic, career, and financial counseling to encourage them to graduate from HS and complete postsecondary education.	Adv	Alicia, Andrew	Application due spring or summer 2025.
Online Programs – System and Process Design	In order to support robust online programs, the SA Division will need to identify the system, data, and business process changes and supports needed to ensure that online students can successfully enroll in an online program, progress as a full-time or part-time student, access needed student support services in order to complete their certificate/degree program.	Adv Mand	Sharon	
Web Content Accessibility Guidance Compliance	WCAG standards are required to be implemented by spring 2026. COCC will be leading a series of trainings for web content editors to update web pages to be in compliance.	Mand	TBD	
Direct Admissions	Provide all high school seniors with a list of colleges for which they meet admissions standards. May or may not include an application component.	Mand	Kayleen, Tyler	Timeline TBD, likely fall 2026 or 2027.

Community Engagement: COCC engages with and responds to the needs of the communities we serve.				
Activity	Brief Description	Project Type*	Student Affairs' Leads	Questions/Comments
Guided Pathways – Prospective Student Comm's and Marketing Materials	Determine how to best redesign current CRM-driven prospective credit student communications and Marketing Materials to align with EPs.	Adv	Tyler, Kayleen, Sharon	Work is progressing as planned and will start to ramp up once we have a better understanding of the work happening within the website, advising, and orientation groups. Implementation date TBD.

Workforce Development: COCC develops and aligns educational opportunities with regional workforce needs and industry standards.				
Activity	Brief Description	Project Type*	Student Affairs' Leads	Questions/Comments
Bachelor of Science – Nursing Admissions	As part of COCC's commitment to offer our first BSN by winter or fall 2026, work with the institutions in the consortium to develop a special admissions process for BSN students.	Mand	Tyler	Work is progressing as planned and remains on track for Fall 2026 launch.
Bachelor of Science – Nursing Onboarding	In line with COCC's dedication to launching our first BSN program by Fall 2025, create an onboarding process that encompasses a communications plan, recruitment plan, and updates to systems such as Banner, Application, DegreeWorks, Diploma, etc.	Adv Mand	Tyler	Work is progressing as planned and remains on track for Fall 2026 launch.
Merging Credit and Noncredit Programs and Data Needs	COCC's reorganization around workforce efforts and the development of the Center for Business, Industry and Professional Development (CBIPD) has brought on the need to blend credit and non-credit data. This is difficult as the data in the two areas is siloed, handled very differently, and takes a deep understanding of process to make any meaning.	Adv Mand	Brynn	Currently, the 2023-27 Strategic Plan indicators keep the credit and non-credit data separate as sub-indicators. Instructional leadership in the workforce arenas are working to understand, correct, and validate the in order to make forward progress.

College Sustainability: COCC creates processes and systems to foster a high-quality and operationally sustainable work, learning, and natural environments.

Activity	Brief Description	Project Type*	Student Affairs' Leads	Status
Unified Data Analytics Solution (UDAS) – Phase 1	COCC has more than nine databases by which it tracks data needed to make key decisions. The goal of the UDAS is to provide a secure environment for data integration ensuring consistency of data across departments and uses. It will provide flexibility and scalability to handle growing data volumes and analytical demands, and allow for quicker delivery of actionable self-serve analytics allowing for improved ability to make operational decisions to improve student success.	Broken	Chris E.	Contract awarded in February 2025. Project team to start in March.
Admissions Application	Banner 9 will no longer include an admissions application. Therefore, we need to implement a new Application for Admission which can support COCC's one-time application payment, current fraud reduction measures, and ensure that COCC staff can manage errors and perform timely processing.	Mand Brok	Sharon, Tyler	September 2025 deadline
Appointment Scheduling Tool	Research options for scheduling of appointments for CAP and FYE that will be user friendly for the student and support the needs to the departments, such as collecting data, outreach to students, etc. Also, looking on how this tool could expand to other areas, such as financial aid. This work should be informed by the GP Advising & Career Services implementation, so it may need to be delayed until that project is well underway.	Adv Broken	Sharon, Diane, Buffy	On hold pending completion of CRM, admissions application and Guided Pathways

Community College Support Fund and data needs	HECC introduced a new state funding model in which community colleges receive a portion of their funding based on the number of students served from priority populations, as well as their success in certain metrics. The College will be undergoing a data review and analysis of how the new model will impact COCC's state funding. As part of this effort, the College will review the data fields that anchor the funding model and ensure the data submitted is as accurate as possible.	Mand	Brynn	Due this being the first year of the new funding formula, HECC is still working the numbers and will have updates to CC's by January 2025. Once available, IE will be able to validate some of the numbers and better understand all the D4A fields feeding the formula. IE will then work with IT/EAM to update the coding required to report the most accurate data possible.
Simplicity & Banner Integration	Consider a more complete integration of Banner and Simplicity (housing application software) to include billing, room type, etc.	Adv	Andrew, Sharon	On hold pending other projects
Credit for Prior Learning Reporting	COCC students are able to earn college credit for prior learning and certifications. The college has awarded CPL for many years and been unable to report CPL activity to the state due to misalignment of how the data is collected and how the state wants it reported. This project would work to update the coding in order to improve CPL reporting both internally and externally.	Mand	Brynn	HECC has new direction/support for data tracking to be shared at quarterly OCCIRs meeting.

STUDENT AFFAIRS DIVISION MASTER PLAN: COMPLETED ACTIVITIES

Common Course Numbering (CN)	As part of SB 233, implement Common Course Numbering (CCN) per the state guidelines. CCN is an effort to align statewide introductory and other lower division courses and designate these courses as CCN's so they are accepted as if earned at the transfer institution in regards to 1) number of credits awarded 2) satisfying general education requirements for graduation	M	Tyler, Eric, Chris	
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	3) satisfying requirements for major in a baccalaureate or AAS program. We are required to implement the new system a beginning Fall 2023. This work will impact GT Audits, GT Plans, Banner, Banner Self Service, class schedule, catalog, etc.			
Major Transfer Modules (MTM's)	As part of HB 2998, Major Transfer Map (MTM) degrees are being created to prepare students for transfer into one of Oregon's public universities in a particular major. In partnership with Curriculum, assist faculty in implementing these degrees as they approved. Work includes curriculum timelines, system updates (Banner, auto awarding, diploma printing, DegreeWorks Scribe, transcripts, etc.), and communications. This work will impact GT Audits, GT Plans, Banner, admissions application, class schedule, catalog, etc.	M	Tyler, Eric, Chris	Remove – on-going project/work
Gainful Employment	GE is a set of reporting requirements comparing debt and earnings for students who have graduated from any of our programs. Reporting requirements have not yet been provided by ED. Currently, reporting is due by October 2024 and may impact certificate program financial aid eligibility.	M	Breana, Brynn	The deadline for GE reporting was bumped to January 2025 and Breana has taken the lead on efforts so may be a better source for “status” – this also may go away under the new administration.
Strategic Plan Assessment	In support of the 2023-27 Strategic Plan, the College is developing a set of institutional metrics to assess the success of the strategic plan. They will be public facing and broken out by various demographics where possible.	M	Alicia, Brynn	We are making great progress. Year 1 metrics are available on the SP Assessment page. Year 2 versions of the indicators and targets are due from SLT members by the end of Fall 2024 and will be operationalized by IE and updated publicly in June 2025.