DEVELOPING AND INTEGRATING
STUDENT SUPPORT SERVICES
INTO COLLEGE PROMISE
PROGRAMS

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Show of hands.......?

Have you integrated Student Support Services into your plan? How?
DEVELOPING AND INTEGRATING STUDENT SUPPORT SERVICES INTO COLLEGE PROMISE PROGRAMS

INTRODUCTIONS

Agenda

Program Development
Program Adaptation
Program Growth and Integration
Data Integration
Exercise
Open Dialogue
UNIFIED MESSAGING AND COMMUNICATION

• Student Support Services (Hub)
• Public Information Office
• Business Services Office
• Community Partner
• “Party Line” on how and when to communicate
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PROGRAM DEVELOPMENT

STRATEGY DEPLOYMENT

- **Soft Launch**: allows for more flexibility working out your challenges
- **Loud Launch**: allows for more visibility for the program
- **Mixed Launch**: needs strong leadership in Student Support Services at your college

Resource & Takeaway

Skyline College: Lessons Learned
SUCCESS FACTORS

• **Theory of Change**: Led by Student Support Services
  - What are the back-end segments of the business meant to keep your program running?
  - Who are your Student Services SME’s (Subject Matter Experts)?

• **“Champions”:** who are your Student Services champions (why are they important)
TARGETING AND DELIVERING

• Which students and how are you engaging them?

• What is the primary means of delivery to the students? Why is it most effective?
DECISION MAKING

• (For example) Academic progress, made from a Student Support Services perspective with the student’s best interest in mind

• What type of modeling is being implemented? How?

• How do we determine program effectiveness? Is it an agreed upon methodology?
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DATA INTEGRATION

TRACKING & USE

• How will implementation be tracked?
• How will data inform the work?
• What data is most critical?
• Is your data informing or enhancing decision making?

Resource & Takeaway

Detroit Promise & successful program by MDRC
• **Key Personnel:** Identify Champions, stakeholders, community, others

• **Data:** Research your data sources and conduct program evaluations

• **Success:** What is needed for success? Processes, systems, partnerships
  - How is student support services embedded within your Promise Program
  - Single-college district: Is student support services in control?
  - Multi-college district: Is the district involved in the integration process?

• **Design Lab Work:** Address the 3 most significant questions:
  - What students are eligible (**Universal or Specific**)?
  - Which institutions may they attend (**Expansive or Restrictive**)?
  - How will scholarships be structured (**First $ in, last $ in, fixed amount**)?

• **Funding:** How much funding is needed to make a difference? Is the funding source sustainable?
Open dialogue for development/enhancement of your models...
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