

## ***Proposed Plan***

### **Close to Completion**

#### **Goal**

To increase students' goal completion through the provision of comprehensive support.

#### **Proposal**

- Identify students as "Close to Completion"
- Establish a caseload approach
- Develop/confirm comprehensive ed plans for students
- Develop/provide incentives for students
- Provide ongoing assistance to identified students

#### **Specific Steps**

##### ***Planning***

- Establish "core planning team" – suggest: VPSS, AVP, Dean of Counseling, Counseling Department Chairs, Stacy Lee (representing Counseling classified support staff)
- Develop a definition and parameters for students to be considered as "close to completion" [core planning team]
- Identify students meeting the definition/parameters who are "close to completion" [core planning team + RIE + IT]
- Determine possible "incentives" to assist students in completing (e.g., priority registration, protect seats in classes, cash grants, book grants) [core planning team]
- Determine outcome measures to assess progress and success [core planning team + RIE]
- Identify "Close to Completion" (CtoC) counselors [Dean, Counseling]

##### ***Initiate***

- Plan and schedule "Close to Completion" group sessions/meetings
- Send emails, hard copy letters to each student encouraging them to meet with a counselor to review their progress to date [CtoC counselors; Stacy]
- Divide list of students into caseloads [CtoC counselors; Stacy]
- Follow up with phone calls by Student Services Specialists to [Stacy; CtoC counselors]

##### ***Interventions***

- Close to Completion group sessions/meetings: students will be invited to pre-established meetings to review this new effort, present our intentions and support services, seek their engagement in this effort
- Comprehensive Ed Plans – by caseload, SSS will contact students and schedule appointments with CtoC counselors to develop/review comprehensive ed plans

- Caseload monitoring: SSS will track each student on their caseload regarding responding to emails, attending group sessions/meetings, scheduling comprehensive ed plans, completing comprehensive ed plans, log in all contacts with students
- Caseload progress monitoring: SSS will conduct early-term and mid-term progress checks with students active on caseloads, making follow-up contact if concerns, providing feedback for good progress, scheduling times to meet with counselors as appropriate
- Caseload end-of-term measurement: SSS will track unit completion, specific course completion based on ed plans, and calculate progress toward completion
- Registration preparation: SSS will make contact with students to ensure their understanding of courses needed to register for next term, track their actual registration
- Financial assistance: SSS will review financial application status with students and coordinate with counterparts in FA to monitor completion and receipt of funds; advise students regarding lifetime Pell
- Hold clearance: SSS will communicate with students to assist them in understanding any particular holds necessary to register
- Momentum Point Recognitions: develop parameters and plan to have specific activities that recognize students' progress to date (e.g., completion of 24 units with a 2.00 GPA; completion of 45 units)