STUDENT SERVICES: 2025-26 GOALS AND KEY STRATEGIES

Division

1 SUPPORT STUDENT ENGAGEMENT AND DEVELOPMENT

1. Develop strategies to drive enrollment and improve student retention and graduation rates.
2. Promote student reliance.
3. Offer programs, resources, and services that supports student success and well-being.
4. Assess and improve student experiences through exploration and engagement.

2 CREATE A CULTURE OF CONTINUOUS IMPROVEMENT

1. Increase effectiveness by continually looking at process improvement.
2. Develop a culture of data-driven decision making.
3. Promote professional development to enhance staff skills.

3 FOSTER A CARING, COLLABORATIVE, AND ENGAGED ENVIRONMENT

1. Create a safe, caring, and inclusive environment.
2. Maintain and enhance areas that promote staff and student interaction.
3. Foster an environment for staff to learn and be bold in the ideas and actions to service students.

VPSS Office

1 RESEARCH AN EQUITY-FOCUSED ACADEMIC ADVISING MODEL

1. Research a case management advising model.
2. Explore CRM or student success platform options to track advising engagement
3. Identify outreach campaign strategies for at-risk student groups

2 CREATE A STRATEGIC ENROLLMENT MANAGEMENT (SEM) PLAN CORE TEAM AND FRAMEWORK

1. Identify key Core Team members
2. Establish the SEM plan framework
3. Establish Core Team assignments and develop a timeline for the 2026–2027 planning cycle.

3 IMPROVE THE STUDENT CONDUCT PROCESS AND TRAINING

1. Update student conduct training module and reporting tools for Fall Pre-Service 2025
2. Host quarterly workshops for faculty/staff on policy and procedures (1x/term, Fa, Wi, Sp)
3. Standardize case tracking and resolution timeline protocol
4. Increase knowledge of Maxient tools to support process improvement and create efficiency
5. Create a short module training for students

4 ASSESS CUSTOMER SERVICE ACROSS ALL STUDENT SERVICES DEPARTMENTS TO DETERMINE AREAS FOR IMPROVEMENT

1. Create customer satisfaction surveys for all student services departments
2. Document results of surveys by department
3. Research customer service models for higher education

5 INCREASE VISIBILITY AND AWARENESS OF STUDENT SERVICES ACROSS CAMPUS

1. Develop a "Know Your Services" campaign (Fall 2026)
2. Collaborate with faculty to promote services in syllabi and class visits
3. Create a digital and print directory for students and staff
4. Develop a comprehensive Student Services webpage with links to resources and information

Departments

Athletics

1 CREATE A YOUTH DAY GAME FOR EACH SPORT
1. Plan, coordinate, and implement a Youth Day event at each one of BMCC's home sports (exceptions - golf, rodeo)

2 INCREASE FUNDRAISING BY 2%
1. Develop additional fundraising options.
2. Increase concession sales
3. Increase game attendance
4. Increase number of banner sponsors

3 CREATE AND IMPLEMENT A MONTHLY NEWSLETTER
1. Email athletic newsletter
2. Research other tools to produce and deliver newsletter to students

Enrollment Services

1 MIGRATE ALL STUDENT FILES TO DIGITAL FORMAT
1. Convert 100% of current grad files
2. Utilize scanning equipment and staff resources
3. Develop and implement consistent naming convention

2 IMPLEMENT REVERSE TRANSFER PROCESS
1. Implement process for transfer students to receive assoc. degrees if they meet certain requirements.
2. Launch in Fall 2025 with at least 100 successful completion.

3 IMPLEMENT A DIGITAL DIPLOMA OPTION FOR STUDENTS
1. Coordinate with vendor to receive training/access to other software
2. Update website to allow students ability to search for diploma

Financial Aid

1 VETERAN AFFAIRS - CROSS TRAIN ALL STAFF
1. Have all staff go through training and become VA Certified and knowledgeable in VA Benefits

2 TRANSITION AWARDING PROCESS FROM 2-PERSON SYSTEM TO A COLLABORATIVE MODEL - ALL STAFF BECOME REVIEWERS AND AWARDERS
1. Train all FA staff members on the new process, ensuring access to necessary tools, and providing ongoing support.

3 INCREASE FINANCIAL AID COMMUNICATION BY 100%
1. Send messaging and market financial aid information to students and community.

Recruitment/Retention

1 INCREASE NON-TRADITIONAL OUTREACH ACTIVITIES COMPARED TO THE PREVIOUS YEAR BY 5%
1. Coordinate and attend more non-traditional student events: county career fairs, Worksource gatherings, local employers, ...

2 IMPLEMENT A TERRITORY-BASED RECRUITMENT MODEL FOR TEAM EFFICIENCY
1. Divide up recruitment efforts across team by assigned high schools, community organizations and regions to manage

3 STRENGTHEN AND SUSTAIN ON-CAMPUS STUDENT ENGAGEMENT ACTIVITIES
1. Improve event planning, increase participation, foster stronger student leadership involvement and leadership training

Student Resources

1 INCREASE UTILIZATION OF FOOD DEN SERVICES BY 10%

2 GROW THE NUMBER OF STEP STUDENTS AND INCREASE STAFF PARTICIPATION IN TIME AND EFFORT BY 10%

3 IMPLEMENT 8 CAREER-RELATED WORKSHOP EVENTS

4 ESTABLISH ROBUST VETERAN RESOURCE CENTER

5 REVAMP THE ONLINE PORTAL FOR HEALTH & WELLNESS, INCREASE MENTAL HEALTH AWARENESS

6 ESTABLISH A DATA TRACKING SYSTEM FOR ACCOMMODATIONS

TRIO Support Services

1 INCREASE STUDENT ENGAGEMENT DURING TRIO SPONSORED ACTIVITIES BY 75%
1. Increase promotion of activities using social media and other college platforms.
2. Utilize student surveys to gauge days, time, and location of activities

2 INCREASE STUDENT WALK-IN PARTICIPATION/ENGAGEMENT BY 50%
1. Move the kiosk to a more noticeable area in the TRIO lab
2. During new TRIO student intake, demonstrate how and when to use kiosk for recording participation.

3 ENHANCE STUDENT SUPPORT IN TRIO WITH TWO-PART TIME COACHES
1. Expand availability, specialization of support, and/or increase student touchpoints. .