



Pennsylvania's State System for Higher Education

Charge for Student Success, Services, and Campus Life Working Group (Northeastern only)

November 12, 2020

Overview

The framework for the Working Groups (WG) includes:

- [Integrations Overall Charter](#) – Provides the purpose and organizational structure for the overall Integrations initiative, including Integration Guidelines with Guiding Principles.
- [Working Group Charter](#) – Defines the roles and responsibilities of the Working Groups and articulates the purpose, goals, principles, scope, roles, and deliverables with which the WGs are charged.
- Working Group Charge (this document) – Includes specific milestones, questions, and goals to be addressed by each WG specifically.

WG Deliverables and Timing

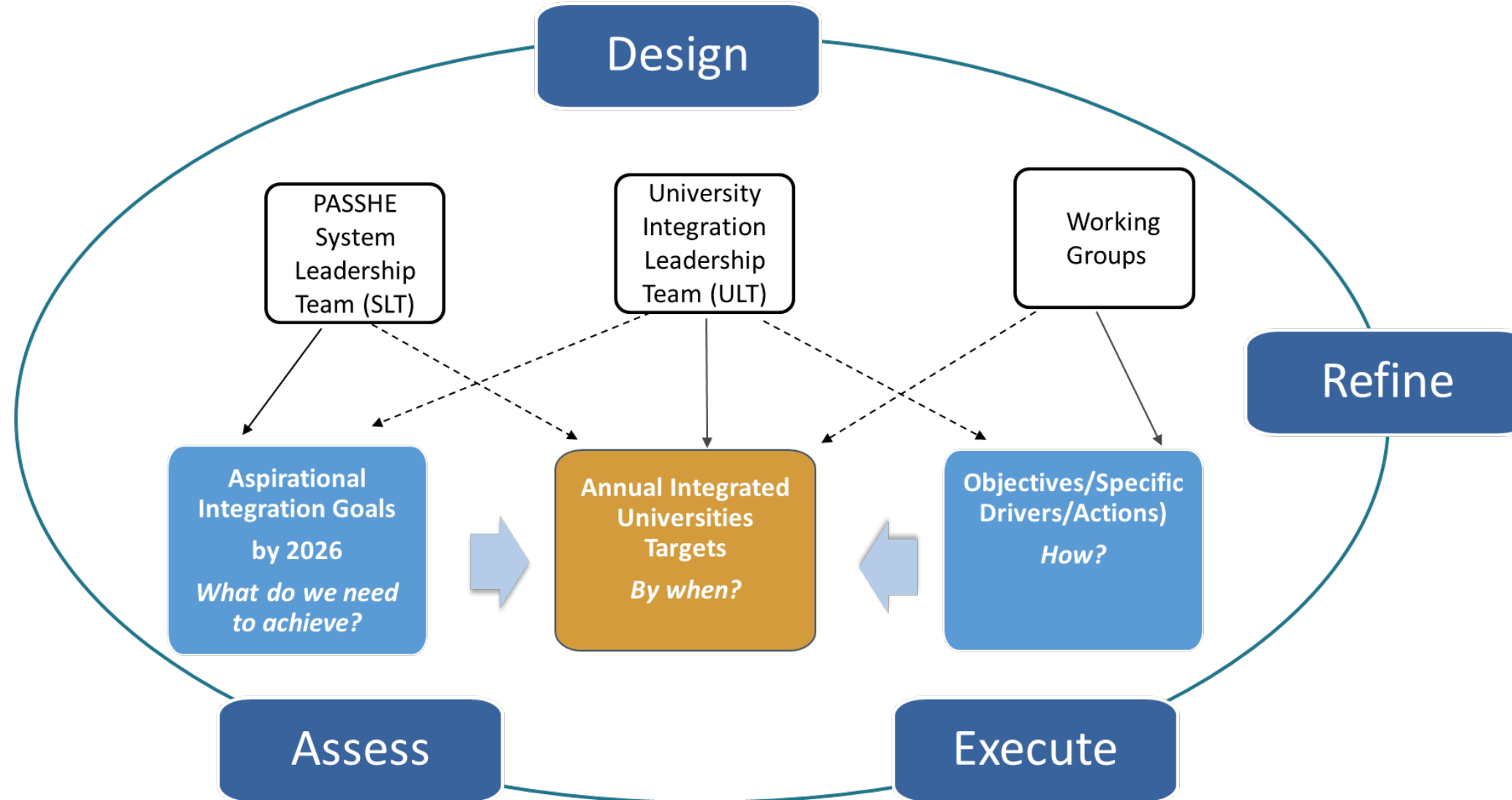
Timing	Deliverable	Details
11/18/20	Consultation Plan – Determine who to consult with, how, and how WG consultation aligns with initiative-level consultation	See <i>Consultation Plan template</i> provided on SharePoint.
12/4/20	Critical Path August 2022 – Confirm the critical path milestones and define the critical path steps and timing to meet critical path milestones for Fall 2022 (what must be done by August 2022 for successful launch and how long will it take)	See <i>Critical Path Milestones</i> and <i>Critical Path Steps template</i> provided on SharePoint.
12/11/20	Aspirational Goals and Annual Targets – Aspirational goals to accomplish by 2026, and define annual integrated institution targets to evaluate progress	See below and <i>Goals/Targets template</i> provided on SharePoint.
1/8/21	Priority 1 Questions (First Draft) – Use above to filter, prioritize, and develop draft recommendations for Priority 1 questions (i.e., key questions to define the future state) and accompanying organizational charts and impact analysis	See below, <i>Priority 1 Recommendations template</i> , and <i>Organizational Chart template</i> provided on SharePoint.
1/15/21	Priority 2 Considerations for 2022-2026 – Outline considerations for what can be done after August 2022 and how it can be sequenced (i.e., known prerequisites)	See below and <i>Priority 2 Considerations template</i> provided on SharePoint.
2/12/21	Priority 1 Questions (Second Draft) -- Update recommendations, incorporating feedback from Systems Leadership Team (SLT) on First Draft	See above.
3/12/21	Priority 1 Questions (Final Draft) – Update recommendations, incorporating feedback from SLT on Second Draft	See above.



Goal Setting

Related to the aspirational goals provided in the Integrations Initiative Charter, define annual integrated institution targets against which to evaluate progress.

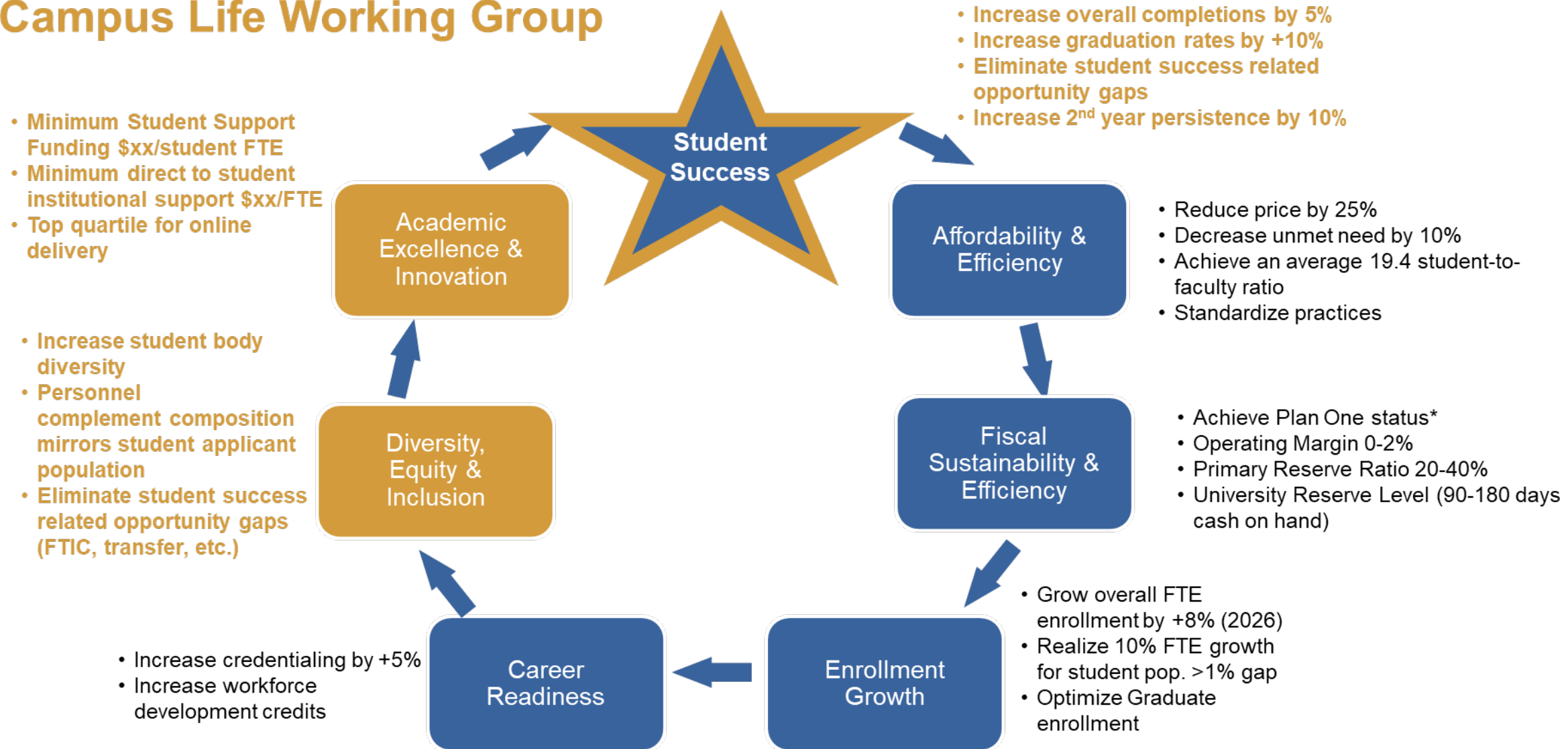
Integration Goal Setting Process





The overall integrations-level aspirational goals are included below and within the Integrations Initiative Charter. Address the highlighted goal(s) applicable to your WG.

Goals Relevant to Student Success, Services, & Campus Life Working Group





Integration Overarching Considerations

- What is the current resource inventory for the area (people, facilities, technology, policies)?
- What elements can be integrated into a singular structure for performing the necessary functions (and, as an exception, which require joint and concurrent delivery models)?
- What data do we have regarding existing functions in this area? What data will inform decisions?
- What are the qualitative considerations related to integrating this function?
- Have we kept the guiding principles, goals, and objectives in mind in our efforts?
- What input from other working groups is critical to forming alternatives and recommendations?

For Each Recommendation, Assess the Impacts

- People – Student, faculty, staff, governance (e.g., trustees, organizations) – individuals impacted by the change and any know required activities to support the change (classification, side letter changes, training etc.)
- Process – Policy, procedures, contracts, partnerships, etc., that support the current state which would have to be changed to support the recommendation
- Technology – Systems, support, applications that support the recommended changes and if any updates would be required
- Finance – Required funding to implement or lead to a cost savings
- Physical Assets – Physical assets (buildings) that would be impacted by recommendations
- Compliance and Legal – Federal, state, and local laws, regulations, and other requirements that would need to be changed to implement the recommendation
- Community – Known community stakeholders impacted by the recommendation
- Benefits – Anticipated benefits associated with the recommendation – linked to goals and objectives, if possible
- Risk – Known risks associated with implementation of the recommendation

Use the considerations and questions below to discuss, prioritize, and develop draft recommendations for Priority 1 questions to define the future state and impact analysis.

	High-Level Areas of Consideration	Questions to Inform Recommendations
Student Success, Services, and Campus Life Working Group (Northeastern only)	<ul style="list-style-type: none"> • On-campus experience • Remote experience • Residential Life / Housing/Counseling/Health <ul style="list-style-type: none"> ○ Student health insurance programs ○ Immunization compliance and tracking programs ○ Behavioral health/response • Dean of students <ul style="list-style-type: none"> ○ Student discipline ○ Judiciary processes ○ Dean of students' policies and procedures • Student Life <ul style="list-style-type: none"> ○ Campus-based Greek life ○ Club sports, intramurals and recreational programming ○ Student government ○ Diversity, equity and inclusion (Act 101); LGTBQA; Women's Resource Center; MLK Center ○ Orientation • Student supports <ul style="list-style-type: none"> ○ Professional development (e.g., limited to internships, co-ops, career services) ○ Disability services and resources ○ Vocational rehabilitation ○ Military Services 	<p>Priority 1 items:</p> <ol style="list-style-type: none"> 1. Conduct analysis of current org structure and staffing functions, i.e., what falls under student affairs & what does or doesn't fall under the reporting structure 2. Assess existing reporting structure of counseling services 3. Assess current policies, procedures and student handbooks for similarities/differences 4. Assess centralization of staff support services and software 5. Review of current activity fee structures and distribution mechanisms (affiliates) <p>Priority 1 Questions – Critical Path (What design assumptions must be determined for the combined function/one University?)</p> <ol style="list-style-type: none"> 1. How do we ensure equitable access across all student resources, activities, and supports? <ul style="list-style-type: none"> • How do we maximize access to student mental health services? Info from the Student Mental Health and Wellness group; no cost medical services on campus • What opportunities exist to use alternative delivery methods? 2. What opportunities are there to enhance existing student experience if provided across more students? 3. What organizational structure makes sense to ensure equitable access and supports, coordinated response and efficacy of approach? 4. What is required to ensure consistent services and best practice approaches aligned with student retention and success?



	High-Level Areas of Consideration	Questions to Inform Recommendations
	<ul style="list-style-type: none"> ○ Service Learning and Civic Engagement ○ Tutoring and testing ○ Academic advising (SA or AA?) ○ First-year experience (orientation, learning communities) ○ International studies 	<ol style="list-style-type: none"> 5. How can we increase retention through common strategies across the institutions? 6. What other deadlines and time dependent issues need to be addressed by August 2022? 7. How will we standardize procedures for all student support activities? 8. How will we ensure compliance with reporting requirements? 9. What faculty/staff training and student education is required to ensure student safety and regulatory compliance (e.g., Title IX, OSHA (student workers)? 10. What needs to happen to combine policies, procedures, and student handbooks? 11. How do we ensure all locations are using best practices for behavioral intervention? 12. What kind of shared services could be maximized? <p><u>Priority 2 items:</u></p> <ul style="list-style-type: none"> • Assessment and integration of student databases for tracking and assessment • Identify staff professional development needs and on-going training in best practices • Data review of intramural and club activities to determine use, demand and gaps in facilities and programming • Assessment of co-curricular programming and experiential learning goals, objectives, outcomes and effectiveness <p><u>Priority 2 Considerations – Implementation Considerations and Any Known Prerequisites</u></p> <ul style="list-style-type: none"> • What is the future state of student clubs and associations and how does this intersect with ACT 188? • What will be critical to effectively responding to student crisis and death situations and respond in a timely manner? • What databases are required to manage student health and safety? • What student engagement and assessment platforms will be used? • How should our housing assignment process be modified to ensure optimal use of campus housing? • How will student affairs staff remain up to date with professional development and risk management knowledge? • How will we cost effectively combine intramural and club athletics approach and structure?