

1. College Action Project Worksheet for NEW CAP Projects – October 2014

CAP: CAP #1.3.1 - B: Improve the support systems for cohort groups of students (HLC P & C project)

Student Employee Cohort Group

Champion: Kathy Mullins

1. Proposed CAP Team Members:

Luanne Wedge, Associate Director Student Employment Services

Laurie Witczak, Support Professional Academic Support Center

Kevin Lyons, Library Circulation Specialist

Mike Kidder, Associate Director of Operations - SICE

Jason Schueller, Coordinator of Academic Placement and Enrollment

Chris Allen, Coordinator of Student Employment

Kathy Mullins, Executive Deputy to the President and Board Liaison

2. Describe the **purpose** of this project including a description of the associated activities. (100 words or fewer)

To increase the role of a campus student employee supervisor in the success of student employees. This will occur through supervisor training (facilitated by Student Employment and other applicable GRCC departments). Supervisors gain a better understanding of the role they play in the student development process. In addition, supervisors will gain an understanding of various campus resources available to students and when it is appropriate to refer students to these resources.

3. Describe the **goals** of this Action Project (in 100 words or fewer)

- a. Improved and enhanced **mandatory** student employee supervisor training
- b. Student Employee Supervisors will serve as mentors to student employees helping to eliminate barriers to student success.
- c. Student Employee Supervisors will include a mid-semester check in for all student employees as part of the evaluation process.
- d. Educate student employees about the support services available to students on campus
- e. Implementation of study tables for student employees

4. What **measurable criteria** will be used to determine this project's success?

- a. Retention of student employees – Fall to Fall and semester to semester
 - b. # of student employee supervisors attending mandatory training
 - c. Supervisor perception of the training provided
 - d. Qualitative data will be collected and reviewed as part of the mid-semester check in by student employment.
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5. What **Indicators of Success** will this project most likely impact? Please indicate whether the project will directly or indirectly impact the measure.

Retention, Persistence, Success – this project has the ability impact all of these measures both directly and indirectly.

6. What **personnel resources** will be required to deliver the project successfully?
Existing SES staff; staff to facilitate training (Counseling, Library, Academic Support, Early Alert, Campus Police, BIT team)
7. What **additional resources** will be required to develop and/or sustain the project?

Category	Cost	Explanation (one time or recurring)	Which budget will cover these costs?
Supplies	N/A		
Training	N/A		
Equipment/ Software	N/A		
Other	\$400	Estimate for refreshments for trainings sessions	SES – existing budget
TOTAL Cost Estimate	\$400		

8. Will this project require any **additional budget dollars** for the 2014-2015 academic year that have not already been secured? NO Yes

If yes, please describe briefly:

9. Provide a 3-month work plan for this project:

Month	Activity	Person Responsible
July, 2014	Completing and finalizing training session for August	Luanne Wedge
August, 2014	Offer mandatory supervisor training	Luanne Wedge & Staff Development
September, 2014	Customer service training (this will be offered several times throughout the semester/year) Review data Work on end of semester evaluation piece.	Luanne Wedge&Laurie Witczak Luanne Wedge Luanne Wedge
October, 2014	Customer service training Additional supervisor training offered Send mid semester check in form to supervisors	Luanne Wedge/Laurie Witczak Luanne Wedge & Staff Development Luanne Wedge/Chris Allen
November, 2014	Collect mid semester check in data	Luanne Wedge/Chris Allen
December, 2014	Analyze mid semester check in data Team meeting	Luanne Wedge/team Luanne Wedge/Team
January, 2015	Customer Service Training Supervisor Training	Luanne Wedge/Laurie Witczak Luanne Wedge&Staff Development

February, 2015	Customer Service Training Supervisor Training (if necessary)	Luanne Wedge/Laurie Witczak Luanne Wedge & Staff Development
March, 2015	Send out mid semester check in form	Luanne Wedge/Chris Allen
April, 2015	Collect mid semester check in data	Luanne Wedge/Chris Allen
May, 2015	Analyze data	Luanne Wedge/Team
June, 2015	Team meeting Supervisor Training	Luanne Wedge/Team Luanne Wedge & Staff Development
July, 2015	Supervisor Training	Luanne Wedge & Staff Development