BIG IDEA:
Achieving Student Success through Student Services Innovations

Chancellor’s Planning Retreat
August 11, 2010
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rethink:
Reengineering Virginia’s Community Colleges
Access - Increase the number of individuals who are educated and trained by Virginia’s Community Colleges by 50,000 to the annual total of 423,000 with an emphasis on increasing the number from underrepresented populations by at least 25,000 individuals.

Student Success - Increase the number of students graduating, transferring, or completing a workforce credential by 50%, including increasing the success of students from underrepresented populations by 75%
Why Re-Engineer Student Services?

- $63,912,090 spent on student services annually or $252.78 per student
- 29,011 more students in credit courses by 2015
- Additional $25,281,286 needed over the next six years to maintain current level
- If no increase, funding per student will drop to $225.96 or $26.81 less per student
Innovate to Improve Efficiency and Effectiveness

- Estimated cost
- Estimated timeline for implementation
- Degree by which it may increase student services efficiency
- Degree by which it may increase effectiveness measured by success
Two Categories of Innovation

- Automated/Self Services
- Outsourcing
Automated/Self Services

- Automated Course Planning, Transfer Planning and Academic Advising Tools
- Automated Early Alert Systems
- Automated Appointment Scheduling Tools
- Web-based Graduation Application
- Automated Access to High School Transcripts
Scenario 1

- Automated Early Alert
Outsourcing

- Online Tutoring Services
- Electronic Transcript Request and Processing
Scenario 2

- Online Tutoring Services
Other Ideas
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