

2016-2017 Annual Outcomes Report

Goal: Student Experience Provide experiences that support the ongoing needs of our diverse student community through purposeful interactions and college-wide responsiveness to meet student goals.	
This goal encompasses the entire experience, from first contact to completion of goals, for all Harper College students. Regardless of their reasons for attending, all students will receive equitable and responsive support, both in and out of the classroom. All Harper College employees will provide experiences college-wide that engage all students as active partners in their success.	
Goal targets	Status/Progress
Identify technology to streamline, prioritize and redesign communication channels and centralize student engagement touchpoints by June 2017.	In Progress – Needs Attention. Target was not met by June 2017. Research and gap analysis related to possible implementation of a Customer Relationship Management (CRM) system continues into FY2018.
Identify a Culture of Care Model for the College by December 2017.	In Progress – On Target. Formed a group, in conjunction with the Employee Skills goal team, to address culture of care.
Create a visual RoadMap for all degree- and certificate-seeking students noting key student touchpoints with the institution from Day 1 through the end of the first term by June 2018.	In Progress – On Target. Supported a group, identified by Strategic Initiatives Coordinating Council, to lead development of a draft map of a common credential-seeking student, from initial interaction with Harper through graduation.
Accomplishments for FY2017:	
<ul style="list-style-type: none"> • Identified benefits of a CRM, including support of a new admission application that reflects Areas of Interest and targeted student communications. Engaged stakeholders in discussions and gap analysis related to possible CRM implementation at Harper. • Formed a Culture of Care group in conjunction with the Employee Skills Team. The group began researching methods for engaging employees in supporting students throughout their time at the College. • Researched texting platforms in tandem with Title III. • Supported group working on development of a map of a common credential-seeking student’s experience at Harper. The draft map was presented and feedback was gathered at the Strategic Initiatives Coordination Council in June 2017. 	