

## The Path Ahead

CD/SMM

January 18, 2017

### SYLLABUS

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**Subject:** Year in Review: 2016 Strategy Map & Scorecard  
**Presenter:** Nick Gomez, COO

#### Description

We will review SJVC 2016 performance on the strategy map and scorecard. Key focus will go to areas of success and needed improvement. Participants will identify key campus' successes and most notable areas for improvement, which will be used in an activity demonstrating opportunity for connection amongst campuses.

#### Outcomes

Upon completion of this workshop, participants will:

- *Discern* their campus performance on objectives and associated measures
- *Determine* what contributed to successes seen and improvements needed
- *Identify* areas of opportunity and other campuses approaches

#### Assessment

- Participants will share successes and areas of needed improvement, drawing from input shared by other campuses
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**Subject:** The Path Ahead: 2017 – 2019 Strategy Map & Scorecard  
**Presenter:** Nick Gomez, COO

#### Description

We will examine SJVC's strategy map and scorecard for 2017 – 2019. Focus will go to clarity of objectives and measures, towards achieving the College's vision. Participants will provide feedback on the map and scorecard. Illustration from the "Year in Review" coverage will be highlighted with intent towards achievement on the strategic plan.

#### Outcomes

Upon completion of this workshop, participants will:

- *Discern* institutional focus, objectives and associated measures
- *Inform* campus actions needed to close anticipated performance gaps

#### Assessment

- CD will define no more than two campus projects to address key strategic performance gaps, once the strategy map and BSC are deployed

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**Subject:** Shared Value: Personally Developed Leads  
**Presenters:** Anthony Romo, Director of Graduate Services, Wendi Oliveira, Director of Admissions  
Ben Almaguer, CD Visalia, Robyn Whiles, CD Temecula

### Description

Much of the perceived enrollment process is built around the quality and quantity of lead flow given to the campuses rather than building on the current population or reputation through PDLs. Small campuses require strong PDLs considering the lower lead flow in these rural areas. Larger campuses require PDLs to increase market share, enlarge census, and increase retention. Campuses need to continuously and effectively work both given leads and relationships through PDLs. Additionally, it is all departments responsibility to build our campuses:

**Admissions:** I want to meet more potential students like you, who else can I speak with?

**Academics:** I want to education more students like you, who else can I educate?

**Career Services:** I want to placement more students like you, who can you professionally recommend?

### Outcomes

Upon completion of this workshop, participants will:

- *Understand* that PDLs are not an optional practice or behavior, it is one of the strongest indicators of student engagement in the Admissions process
- *Identify* new opportunities to integrate on campus that will increase PDL opportunities
- *Identify* the difference between the traditional PDL and the new category of PDL – Staff/Fac
- *Determine* each departments role in PDLs

### Assessment

- Participants will achieve a 20% goal for the traditional PDL standard mod over mod no later than June 1, 2016
- Participants will create an action plan for their campus with at least 3 new activities that will increase PDL – Staff/Fac on each respective campus by 5% by June 1,2016.

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**Subject:** Shared Clarity: Admissions & Career Services Information Resource

**Presenter:** Joseph Holt, CAO

### Description

The group will review new performance reports for admissions and career services. Regular, succinct, and meaningful reporting of outcome measures will facilitate our development of high performance cultures in campus operations across all departments.

### Outcomes

Upon completion of this workshop, participants will:

- *Understand the format and content of performance reports for admissions and career services*
- *Leverage performance reports to communicate effectively with production staff in regular evaluations of productivity*
- *Inform management, coaching, and accountability as necessary to improve outcomes in admissions and career services*

### Assessment

- Participants will implement new performance reports in individual staff meetings following the close of the January mod, and debrief with the COO, Director of Admissions, and Director of Graduate Services.

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**Subject:** Technology Support: The View Forward

**Presenter:** Russ Lebo, CFO

### Description

We will discuss the current and proposed Information Technology infrastructure. Including a quick look back at the domain name change from sjvc.net to sjvc.edu. The look forward includes introducing Microsoft Office 365 (O365) as well as the behind the scenes migration of our systems to the Azure cloud.

O365 overview video - <https://youtu.be/DZQoCDki9Gg>

The O365 project includes documenting features, on-premise preparations, develop and provide training, refining the O365 environment, and update of policy/procedures.

### Outcomes

Upon completion of this workshop, participants will:

- Have a basic understanding of cloud services compared to local servers/workstations
- Gain a basic understanding of O365

### Assessment

- Participants will implement new performance reports in individual staff meetings following the close of the January mod, and debrief with the COO, Director of Admissions, and Director of Graduate Services.

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**Subject:** Student Success: A Trend to Continue  
**Presenter:** Alyssa Perry, Director of Student Services

### Description

The group will review last year's performance on two strategic objectives: Enroll Capable Applicants and Achieve Student Academic Success. Reflect on trends in first module success, first term retention, and grad rates. Learn how one campus made a significant impact in first module success.

### Outcomes

Upon completion of this workshop, participants will:

- *Identify* gaps in current progress
- *Determine* area of greatest concern

### Assessment

- TBD with participants