

Standard #1 – Raw Response Data

Training on Process of Business Office

Payment of invoices - processes, timeline, flowchart

Process of Payments - purchasing, accounts payable, time line for processing

Accessibility Concerns - Training, knowledge, creation. Solution: That's why I was hired (to be continued)

Contracts - signing, CAF-form, timeline on turn around

Referral to Counseling

College Center Fun Food?

Help through Conduct process

Institutional x2?

The housing list on the MHCC webpage is outdated

Class needed for certificate was dropped by college - Committee to review students that are in process before dropping class.

Purchasing - need a clear and consistent process that is readily available.

Point person/department

Frequency charging

FAQ's - gather data

3/6/9 month onboarding - continuous? Mentoring? Flow-charting

Career: - office hours

Department Splash pages

Exit-centered emails

Ubiquitous Info?

Asynchronous Tutoring - E-Tutoring

Platinum Rule Training

"Life happens" training

"Obligatory" advising step - intervention

Best practices in syllabus, etc. - "hidden treasures" - Nick

OER

Midterm Joiners - How can we help them start right away?

Lauren Resource List

SBDC

Be a hoodite: Walk them there

Upstream & downstream implications

Discuss adding panels to room 104

Commit to learning new Degree Audit System so errors are caught earlier before graduation is imminent.

Increase personal interaction with students at all levels of their college experience

Keep communicating and be solution-focused every day.

Learn more about the processes students go through in testing, financial aid, admissions

Communicate issues/challenges to individuals, departments or groups. Bring things forward, start discussion

Continue to communicate with our department & division about the problems

Communicate with facilities council about the challenges. Invite facilities council, area dean, president & VP to an open house.

Make a case to admin/foundation for students whose lives would be forever improved by an education

Be my own advocate and go find the information - even if it's not organized yet.

Contribute to develop best practices

Find out if can be done and who has power to do.

Develop tools to assist instructors in increasing effective communication

Assist to describe system impacts & put forth solutions that will contribute to a solution

Better planning

Budget for projects that are within our reach

Info sessions: share about resources \$

List on web page of resources

Propose combining areas so students get bounced around less

I commit to communicate and work on solutions with other campus computer support touchpoints to provide better/easier student computer support.

HR Systems are lacking or non-existent. E-mails and phone calls go unanswered. Leadership is needed to create a high functioning dept. that supports employees.

Communicate. Provide high level college impacts & vision of how solutions will increase efficiency & advances to college

Foundation - ID early risk students who have potential but no access to personal resources.

Make, and clearly publicize deadlines for students each term, so that we set them up for success instead of frustration & failure.

OC, Bookstore, Std. Svcs. - open until 7pm (for those who work f/t & are night students) for the first two weeks of every term

Telephone Intake

Computer navigation course

Syllabus = ground rules, self-advocacy, Resources

Voicemail mentions 'Next Steps'

Alumni System

All Foundation app work done by foundation

Send reminder for early intervention to community & H.S. for FAFSA & Financial prep for college.

Add Financial Aid 'Lead & Compliance' person

Add P/T outreach person for financial aid, only.

Send reminder for early intervention to

Smoking policy - campus-wide ownership & policy

Smoking policy - designated smoking area

Smoking policy - clear signage

Smoking policy - cessation program

Part-time payroll processing & timekeeping

Onboarding - purchasing documentation - contracts, quotes

1st Time students: Mandatory advising P/T enrollment only

Better advising, placement, job opportunities, scholarships

Faculty should be aware of sensitive culture

People leaving MHCC - employee's process, notification, info spread

Events on campus - hosting

Single Sign on for students (SSO)

Streamline/smooth onboarding of new faculty (including part-time)

Signage to indicate where the South campus is? Including signs to aquatic center and vice versa

Define Office hours/ concepts in syllabus

Reach out/encourage communication

Early warning system

Follow up for recent grads

Transition planning

Exit interview/grad app info

Celebrate & announce success

Give out info about Work Study

Information - for students & employees

Mandatory advising

Simplify processes

Template for job descriptions (w.s.) on intranet

PSU contract?

Communicate policies/support policies

Onboarding processes

Roles/responsibilities

Present to advisors on my programs & provide information about my program

Welcome all ideas

Instant ID number when applying for admissions

Streamline missing documents webpage. Can we send text alerts to students if they opt-in?

Work to solve glitchy tech issues with MyMhcc passwords and saints e-mail

Market OC more as first place to go & cross train more with career counselors to talk about options

Streamline saints email issues - communicate that email not created until reg. for class

Bring back remedial computer skills class

Childcare open at 15 to 8 to stdts get to class on time

Organizational citizenship behaviors as an employee, why do you want to be here?

Health care nurse on campus

Safety phone number in each classroom - high up, easy to read

Cognitive aids in classrooms safety related re: Hide Run Fight

Student referral form is great, but response to student must be faster.

Improve admission to ID time

Work with TriMet to improve transportation

Shuttle service? Bond proposal?

Childcare - change hours to meet need of 8am class students

Monthly newsletter for students with important dates, Saints E-mail tips, with filter for specific information 'opt-in'

Saints e-mail trainings through LSC

Evening support for stdts & faculty

On-boarding

Longer in-service in fall or 1 additional day each term to get employees together.

Food carts

Everyone goes through application/interview process

Library as resource for evening svcs.

The 'Bounce' Stops here!

Process: Easier for people to give time, resources, supplies, etc.

Stay patient & positive & offer my services in any way possible to achieve positive outcomes

Participate on task force

Ride the whale

Support students through the college system

Invite online students to physical office hours

Remind students of SOS? Discussion area.

Communicate timely

Prepare/organize

Recognize when we are becoming burned-out and do self-care when needed. Our attitude makes a difference

Sit in on new employee orientation as older employee to see what things are/not covered and then work w/dept. to update orientation info, etc.

Hire more staff so marketing dept. can create needed & adequate marketing materials. Or have them realize the importance of these materials.

Comprehensive onboarding - video orientations - social events for meet & greet.

Campus calendar - easy to access

Clear info on web for campus groups

Services - what are they? (Resource list)

Catch students before graduation to inform them of Alumni services

Share 'bridging' strategies

Support cohort programs w/wrap around supports

Consistent tone in classrooms - to ensure students know we care about their success

Services on Syllabus

Cut off dates easy to find

Advertise AVID/tutoring, referral system

Put map on referral form

Low Info. Student - how to increase?

CARE Report - Let people know

Customer Relationship Management (CRM)

Advising Resources - mission creep into Fin. Aid.

Put T.B.'s Resource doc on web

Make Std. Referral form available, fillable, map on back

Mandatory bridge/orientation

Open Door' statement

Revisit 'Second week' issue

Census Date Move/Fin Aid Date - Contracted obligations around

Newsletter to students & employees.

Alumni Association

Advisory Boards are active to ensure relevance

Transfer, learn from CTE Best practices (internships, etc.)

Intern/extern support

Support for employees for emotional aspects of working w/students

Better informed employees

Better communication systems about efforts going on

Improve onboarding/orientation - ongoing.

IECC/ESL Leadership Team: Saints e-mail for Stds from beginning. Put it on the agenda

start online classes that traditionally fill in the first week or so of registration at the MAX # 39 and then get waitlists instead of minimum # and wait for 12> students to wait list

Instructors would need to commit to being proactive w/dropping within 3 days & email/calling wait listers to add students quickly.

Folks that do not respond to phone calls. They should be accountable. There should be norms set.

Make sure that translations are accurate and give the same message as the originals

Make diverse staff more visible for the college and community - statistics & languages spoken

Instructor contact info for post-MHCC support (or other resources)

Track stdt goals & intervene if needed

Connect class content with possible professions - at all levels

Ed. plans for all

Alumni letter - advertise resources available (job fair, employment svcs, etc.)

Internships for students

Connect new faculty with TLC, social media sites, e-mail groups, etc.

Easy access to existing resources (for staff & faculty) & solicit ideas for new/needed resources

Extend fall in-service (open to all staff) as it was in the past

Social Science example of setting up mentoring

Outreach to employers who desire college credentials in hiring

Live person when you call main phone number

Add language choices when you call main #

New student link on the web - EASY to find/use

Review hiring process for deans - duties/qualifications/responsibilities

Better/more training of required job skills - check lists/resources

Mentors for all!

Change ENL to IECC on referral form

Make 'Getting Started' more obvious on website.

Attitude adjustment - Can't do it, too much work, it's my instructor's fault

Where is the 'Safety' class list? (Don't need to meet any rd/wr/mth/prereqs)

Website hard for students. Needs: Easier to find new student steps, easier to find resources, easier to find faculty contact

Portal doesn't allow change of grade status w/o going to Admissions

Improve communication among people who work w/ a student - tracking system in portal?

Clear enrollment process & steps that's easier for students to follow. New student info packet - map of campus, FAFSA, placement test info, example schedule (math - 4 credits, wr-3 credits, elect - 4 credits, CIS120 & 120L

Basic course information always in the same spot on the portal class page: office hours, required text, exam details (a way to access w/o e-mailing the instructor if not enrolled in the class)

Wi-Fi can be slow enough to be a barrier to student work

Campus-wide peer mentoring initiative

Need step-by-step instructions in planning for retirement.

More training or mentoring for advising. I would like to advise a few students with someone looking over my advice.

Making materials ADA accessible: unsure of exactly what has to be done, timeline, where to get help, best practices

Mandatory orientation

Scholarship Support (campus-wide initiative)

Financial Literacy (campus-wide initiative)

Start here' button concept

Low-info student

One page pre-college & partner w/hs

Interest Inventory: career-based anticipating

1 credit 'morsel' classes

Hybrid courses

Best practice- survival info on syllabus - fin. Aid, success center, etc.

Encourage

Orientation center - 'Get Started'

Info re: Success center

Advocacy = Positive Skill (not failure)

"Voluntary Mandatory"

Mentor Program

DAY ONE checklist for EES - keys, computer access, human contact, high touch & high tech (via tenure committee? One month delay

Put map on resource page and have N be N

To be more efficient, effective and accommodating to staff & students by allowing change to happen.

Collaboration bet. Fin. Aid & acad. Advisors (and other advisors) to simplify the MTA? Process

Require students to check in with me during first couple of weeks of term. Give them HW credit for it!
(How to find me, where to get help, frees them to get help)

Cross training/exposure: _____ for a day (f.a. advisor, faculty, o.c., etc.)

Better scheduling of classes

Use data better

Research, plan for change, encourage change, implement change, follow up, reevaluate, SWAT

Better bargaining

Firing people is not excellent

Library access to internet - promote through high schools

Improved evening services

More info about Oregon promise for MHCC employees

Consistent messaging about expectations, resources, information - drop dates on syllabus/calendar

Mandatory advising (build relationships) & 3rd week check-in sessions

Computer literacy requirement (and support to get there) (perhaps during CPT?) - Library, community partners, peer mentors, tech lessons in classes - website tutorials

Use of/knowledge of Academic Planner

System to track students

Clarify philosophy of student support

Better handle contract negotiations - not only during neg. time!

Focus on being proactive, not reactive

Sell EOL machines on F.A. thru bookstore

Critically examine my own area's business processes

Work within info tech to improve the parts of the process that involves IT

Have departmental team develop & propose creative alternatives

All departments need to have someone answer phones & all staff need phone etiquette

I commit to learn more about my co-workers jobs so I can understand what they need from me better

Phone lines: Learn as much as I can so I can assist the caller w/o having to transfer to 'dead' ends

Staff need to answer phone lines. Customer service - no more than 1-2 rings & 0 recordings!

Meet with foundation re: fundraising and what donors are available

Bring 'barrier' to 2 staff meetings, 1 council meeting, and foundation meeting

Help work on the process to improve it with the other stakeholders

Support a continuous quality improvement culture

Patience

Look for solutions to problems instead of just talking about them

Listen

Continue to successfully perform my duties. Continue to recommend changes for improvement

Volunteer to staff an 'Ask Me' table or in the OC - learn a lot and can see where students are coming from & needs to be successful

Support the process to improve the onboarding process

Cross-train with people/departments that affect your work and with departments you affect. "Spend a week in other employees shoes", "job trade"

Support business process review & improvement

Bring best ideas to JLC, PC, Board, etc.

Mandatory freshman advising or an advisor for every student in categories

Do not have recordings to answer our phones. Human warm, friendly customer services

Have training/SOP available on intranet

Syllabi - Resources to support students (proactive) & impact of 'absolute' language

JIT communication. #talktoyourteacher TLDR

Peer mentors

Employee mentors

Business writing training - Cranberry? TLC? KISS

Managing e-mail (etiquette)

Low info students

BLASTS

Mandatory advising for all - HD, Fin. Literacy, Flagging, Early intervention

Options Management: Tracking vs. Café style

Cohort based (CL) experience

Building community

Revisit Policies RE: unintended consequences (foundation) athletics

Connection beyond graduation

Connection beyond classroom

Information at-hand

On-boarding - tool box training, values training.

Be open to process changes

Give employees the individual attention they need

Stay positive and grateful

Attending management trainings offered by HR

Provide info & training. Be positive, speak positive

Request training on purchasing processes

Structured trainings (HRIS - one great system that is used college wide

Help HS counselors understand MHCC processes so that potential students are educated

Revise processes

Promote partnerships between HS and mhcc

Clear communication of staffing and process changes

SOP's - toolkits for training - transparency

Support & promote HS programs to all staff

Strengthen communication w/HS

Roles & responsibilities charts

Services outside of regular business hours

Better transition/bridge between college/hs

Student resource specialist - more info about her services, office hours in class

Better our financial aid support for new students (so they don't get overwhelmed & bolt)

Graduate interns to increase student workers

More info on work study - how to pay for college (for non-documented students)

Work study students to help work study process

Bigger, more central OC. And it should be with the AATC

Mandatory advising. Student Ed plan from the beginning

Career - major connection & guidance

More info on career pathways & certificates

Internal, temporary pool of students for hire

Financial aid info about career pathways

Send students to department rather than individual people

More info to employees on resources. How? Help people e-mail manage- update system info, switchboard -better flow on phones

More training on Service Pro

Improve onboarding process

MHCC commits to training on systems - tool box training

Prof. Development training - Power of Persuasion

Let it go! Let it goooooo!

Invest in employees

More power of narrative sessions

Acronyms: Spell them out! (List of them)

More multilingual resources (signage)

Open up 'All Staff' to more people

Conflict resolution in meetings

Improve payroll systems, reclassification process

Better way to find classes by interest. Hard to find classes within departments. We need a paper schedule & a link to open classes once the term has begun.

Professional development around poverty & community resources

Case mgmt. model

Mandatory advising (by 3rd term?)

Career pathways approach

Open beyond 8-5 m/f (by appointment)

Utilize all 3 campuses for services

Web-based kiosks -skype based meetings

Targeted marketing for evening students

Leverage on-line learning resources for student support

More hybrid on-line courses

Where To Turn search

Home page presence for community resources

Walking students where they need to go

Off boarding process needed

Paid telephone translation for NNSE

Active listening to ensure comprehension

Proactive steps - make sure task is complete

Lobby manager (software

Co-locating employees to facilitate process

Wayfinding: one stop shop

Web-based 'self-service' based no process

Career exploration - act world of work

Required HD - college survival skills

HD100 for free

Career interest inventory

Link to social service support: provide faculty with info they need, resource list, counseling, work source Oregon, Barney's pantry, care form/at-risk student, 211 line, public safety

I commit to writing another email about getting the light bulb replaced, and why this type of problem exists anyway.

Another e-mail commending the guys in IT who help me from start to finish with MHCC email & on my new smartphone

Bring this situation up at a leadership meeting

Go the extra mile - more cross training?

Pay it forward often

Flow charts

Improve communication to disseminate information necessary for all the ESL levels

Updating knowledge about benefits in HR

IT is awesome! Love the ticket system. Love the response time. Love the follow-through & flexibility

Plan ahead more anticipating barriers

Don't assume that others already know about the problem. Share it out, even if it causes controversy.

More funding

Part-time employees need to be paid for additional commitments they're expected to make

Simpler processes

Move away from manual processes so that my day to day work can be accomplished in a timely manner. Examples: timesheets, vacation accruals. SRF's, travel forms

Ability to update our program information on the portal/website

More freedom or ability on signature levels

Faculty assignments/scheduling

More translation multiple languages

More access (unlocked doors) phone directions - in person!

OC should be front and center! More signage, and near to testing, easy to find & maneuver in

Less acronyms

211 as resource

Better handoffs- in person, on phone, make appointment

Get people to the right resources (in person) - unemployment to work source

Institute check system for offered classes & programs

Email classification system - write directly to students

Stakeholders involved in decisions, at the table

Keep portal/website up to date

Financial aid office needs to be accessible & customer service oriented welcoming & safe

Partitions in front desk area (if F.A. stuff is to be discussed there)

All resources are promoted across all campuses

Reinstitute new faculty seminar (more comprehensive onboarding)

Mentoring

Keep CoE intention alive - how to make sure we stay positive & solution focused

Catch people doing the right thing

Create systems for feedback to employees

Solve problems at the lowest level when possible

Move away from manual processes

Portal training

Advising: centralized: Yes/And

Real-time data

Power in position

Department based directory

Promote self-advocacy

Instructor follow-up re: non-attendance

Student success courses: HS Vs College

Best practice - points to make appointment w/instructor

Syllabi - realistic expectations

Complaint bag vs solution bag

Whoever encounters the problem owns the problem

Process map (spag. Mapping)

Required advising: IT support, alert for at-risk, blocked until advising, info re- max time frame

Bench marking fac. Advising

CRM software

Policies/procedures aligned to meet student needs

Seemingly constant changes to travel authorization form and/or policies & a lack of communication about changes - barrier to professional development

Onboarding each new position needs a plan. Allows mentoring allows self-assessment

Embrace changes. Attach resources to priorities staffing levels reduce wait time

Opening up to change

Increase grads from apprenticeship program. Very few apprentices pursue their AA even though they are very close. Possible solution: auto award, new marketing materials

Confusing signage to show visitors to south campus. Better mapping, better signage, a road on campus, and more direction givers.

There is a circular codependence between technical changes and process changes. Whenever someone has a bright idea, no one knows how to even get started, especially when it is a major/complex change

I wish more training was available for new employees. Lack of group training for common areas (how to use cx, cognos, curriculum outlines, grading, etc.) Need new trainings for new employees with common needs. Willing to talk to my dean to see if we already have something available.

Website - more services available: Market timelines, student resources: student app, 211, housing, etc.

Auto audit each student after 3 years

HD career classes mandatory for gen ed students

Olive fund - emergency fund

Job - tuition payment help

Deadlines to declare major

Financial literacy training

Std. Loan forgiveness option (pub. Service jobs)

Alumni communications/supports

Communication to instructor (encourage on syllabus) 3x5 card to stdts before dropping - things to consider, communication options: notes, e-mail, phone, and in-person

LSC - make sure students know availability - include supports on syllabus

How we talk about campus supports - not punitive

Student success series is on YouTube

Town criers instead of e-mail

Department 'standing' meetings

Alternative methods for info sharing

Well-organized mailing lists - with on-board & off-board (automated)

Newsletter - dept. specific, group specific, etc.

Accountability with communication

Twitter subscribe lists - opt-in to info you want

Embrace change

Connect resources to priorities

Wayfinding to community events/south campus

Access to fin. Aid/flow for students

Student Referral app! mobile device, 'useful forms'

Mobile accessible portal

Case management model

Better way to find classes by internet: hard to find classes within departments - we need a paper schedule & link to open classes once the term has begun.

Mandatory advising (by third term?)

Open beyond 8-5 M-F - by appointment

Web-based kiosks - skype-based meetings

Where to Turn' search

Homepage presence for community resources

Paid telephone translation for NNES

Lobby MGR (software)

Co-locating EES to facilitate process

Wayfinding one-stop shop

Web-based self-service based on process

Career exploration advising - ACT 'World of Work'

Link to social service support: provide faculty member w/info they need, resource list, counseling, Work source Oregon, Barney's pantry, 211, Public Safety, Student of Concern/CARE form

District Communications will be creating an internal newsletter

Cassandra W will contact HR about getting new employee contacts

Dept. is working w/advising to fix DARS issue

I will ask more questions

Add to resource list: Bookstore - course information, text options, café, Print Shop - affordable printing for students, Mail Room - USPS, UPS, and Passports

Add: Work Source Center 194th & Stark. We help connect you to jobs & employers. Individual job search advice & help during & after you graduate. Scholarship funds may be available

Front Door for advising & or OC

Information Center/Booth (resurrect)

Telephone advising?

Expanded hours for student support

Computer navigation courses - more/weekends

CPT prep face to face

Real-time info directory re: employee one stop

Do we have sufficient resourcing at critical junctures/points?

On-boarding/off-boarding - processes - ID process-owner

Make it easy to make a hot/personal handoff

Onboarding students - use of saints e-mail

College student = transition to greater responsibility

One stop shop for student services

Flagging students: Early alert.

Allow students in cohort programs (VESL, lbest) to register along w/ usual college schedule

Work to improve and increase financial support for students and the college

Student Referral Form Add 'x' faculty member under who to see, their phone extension & office #

Communication in multiple languages consistent and across the board.

Required on-line student orientation

JIT Flash Alert - revisit use of media

Hot' handoff - clarity of language, clarity of expectation, consistent delivery of service

Childcare resources needed (evening services)

I'm struggling' link on myMHCC

Live chat/face to face - need resources

Food programs

Successes focused communication on social media

Leveraging 'ohlala' app - problem solving

Adopt guided pathways model

Look at assessments to help guide students (mechanical, world of work)

Major' code for self-guided on-track v. off-track

DARS report - flow chart generally good

More advising

Info campaign (re: 211) training at TLC

Leverage best practices i.e. transiciones, AVID, VESL

Outreach to HS regarding 'getting in'

Site visits/campus tour

Dual credit

Process-focused website user-friendly

Financial aid label - logical? (Lisa H comment)

Is there someone responsible for checking the effectiveness of communication? QC for communication?

LEAN' perspective re: e-mail

One all-staff email/wk. (events, calendar)

Be involved campus wide

Be informed

Sharing more information with team members

Department website/info up to date

Communication on department info

Electronic paperwork process for basic contracts and general documents

Marketing, marketing, marketing

Review organizational structure. Does our structure make sense?

Customer service! People want to talk to a live person.

More evening classes/services

Outreach to high schools (timely- January) *financial info

Consolidate (physically) student services

Case management - possibly department specific

Update college directory

"Orientation" for employees to run through student processes yearly (as we change constantly)

Customer feedback/survey - including people we don't hear back from

Define objectives/outcomes to build solutions

Better handoffs between dept./division

Early messaging about resources and when to see advisers/professors

Communicate with students in ways that work for them

Message more #talktoyourteacher

Wraparound services at the get go - developmental

Collaborate between departments to share resources and ideas in community

Resources online

Student services specialist position

Feedback from Care Form (what happened?)

Expanding advising - specialized advising

Stay w/people to stay with people till you have a firm hand-off

Bring students to the table

Electronic web based paperwork! Timesheets! - More efficient timesheets. Consistent processing of paperwork

Create 'Common Time' to overlap all areas of college to work together

Scheduling that meets student's needs (students that work)

We need to ask students what they need

Track online usage, class times (filled/not filled) to see when classes are offered

Crisis hotline

Project needed class times

Use systems to maintain/create systems change

Be positive. Embrace the mission to help people get a college education. More rewards with public service versus self-indulgence

Develop a triage system for e-mail communication for the entire department

Revisit an old problem with new administrators who might not be aware of the problem & its frustrating history

Add acronym to resource list

Consistent messaging on employee changes. Some depts. Do this well, some never communicate? There should be a campus-wide process

Pass-off the unresolved/unfinished ongoing projects when administrator turn-over happens (a lot)

Communicate process regarding contracts & RP & PO's (streamline process)

Provide trainings regarding contracts & risk management

MHCC should allow the teachers to print & distribute their syllabuses to the students. The students should not have to print out their own. It's a bad way to start off the class & quite frankly, seems cheap & lame

Course descriptions best practices - HRS worked

Revisit impact of policies re: information-sharing/lack thereof w/PT

Resource - leveling/restricting that prevents excellence (hrs. restricted)

Create efficient means to connect w/pt. employees

Improving on-boarding

Student-centered negotiations

Culture change re: emails - sending/receiving

Access to website for changes

Acronyms list

FAQ's - pre, student, employee, post

Undecided = automatically go to advising/career planning - HD course required

After 18/20 credits reach out to student to guide.

Clearly articulated timelines: "18 months to job" vs. "transfer" - early required conversations

Mhcc reach out to HS

"Where to turn" make it user friendly

Web-based resource. 'Struggling?' - Live chat

Make web-site user friendly

Timely release of scheduling information (B4 Nov. 4)

Single point of contact approach to services

Better directory

Admin asst. "know all"

Make sure students are taking the right course for their transfer goals

Longer hours/availability for support services

Peer support

FA= "fin. Aid & financing basics" max time frame

Guided structured pathway will obviate

Signage & more info re max

Drop-in counseling

Mandatory advising - It's on us

Change how we deliver to ensure success

Reach into high schools

Career counseling week.

Improve hand-offs - training, best practice

Pre-term up-stream & downstream meeting re: changes (f2f)

Mobile website

Major changes always supported by user training

Capture checklists as best practice

Create centralized resource to assist

"Where to turn" resource list - 30 yrs. history

Student advocate to assist peers

\$ Issues are #1 barrier to MHCC students

More snacks

Customer relationship management

E-version of the form (ohh lala, ASMHCC app)

On boarding

Succession planning (what's a Dean?)

Employee orientation - on-line like student orientation

Bullying communication