World Café

Qualitative Overview of Resulting Discussion Themes

Institutional Capacity Assessment Tool
Online survey from Achieving the Dream to assist colleges in assessing their strengths and weaknesses in seven areas
Sent campus wide - 138 participated

Leadership and Vision
Commitment and collaboration of COM’s leadership regarding student success and clarity of vision for change

Equity
Commitment and capacity to serving low income students, students of color, and other at-risk populations

Data and Technology
Capacity to collect, access, analyze and use data to inform decisions and use technology to support student success

Engagement and Communication
Creation of strategic partnerships with key external and internal stakeholders to participate in the student success agenda and improvement of student success outcomes

Teaching and Learning
Commitment to engaging faculty in professional growth and institutional change and student support outside of the traditional classroom

Strategy and Planning
Alignment with the goal of student success and the process for setting defined goals and objectives and executing the actions to achieve them

Policy and Practices
Policies and practices impacting student success and the processes for aligning these to remove barriers to student success

College of the Mainland
Office of Planning, Effectiveness, Analytics and Research
World Café

Approximately 70 attended
Round table discussions for each ICAT topic area, attendees rotated through 5 tables
Table facilitators guided 20 minute discussions and took detailed notes for later review

3 Questions

Where do we have the greatest strengths to build upon in this capacity area?

Where do we have the greatest needs for bolstering capacity?

What actions can we take to build strength in this capacity area?

Comments

587 comments were recorded from the World Café
Comments were aggregated and coded for the important themes contained

Comment Type Breakdown

- Strength (24%)
- Challenge (41%)
- Action (35%)

Themes

Every comment was coded twice for key themes. Each comment contained 1 - 3 themes.

Top 5 Themes

- Communication
- Student Services
- Engagement
- Students
- Data
**Communication**

**Strengths**
- Community Newsletters
- Communication among colleagues
- Student Forums with Leadership

**Actions & Challenges**
- Communicate available resources
- Develop communication processes
- Employee - Leadership communication

**Comments**
- "Consistent communication and language of processes with students"
- "It seems that more information is being given; however, it isn't reaching the 'boots on the ground' people"
- "Better communication through the college and ensuring that the information is consistent, relevant, and will lead to action"
- "Communicate data with employees - share and explain. Bite size reports"

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**Student Services**

**Strengths**
- Positive changes underway
- Upward Bound
- College Connections Advisors

**Actions & Challenges**
- Consistent processes
- Practices that create barriers
- Communication with students

**Comments**
- "Increase collaboration between Advising and Instruction during planning of course offerings"
- "Let students know what resources exist and have mechanisms in place to make it easy for students to access those resources"
- "Need to communicate more with students to tailor initiatives"
- "Lack of follow through with students when trying to enroll (we wait for the student to make contact)"
**Data**

**Strengths**
- Recent improvements in existing data and reports available ZogoTech implementation

**Actions & Challenges**
- Training needs
- Access to data and reports
- Data based decisions and actions

**Comments**
- "Provide information to the institution showing student success data broken down by marginalized groups to determine which groups need assistance"
- "Find 'value' in data for staff/faculty"
- "Mandatory campus wide training about accessing and entering data"
- "Larger overview of existing data and reports - make available and communicate to everyone"

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**Engagement**

**Strengths**
- High school student engagement
- Community outreach
- New student initiatives

**Actions & Challenges**
- Faculty and staff engagement
- Underserved populations
- Level and quality of communication

**Comments**
- "Expanding engagement with HS students - recruitment (TRiO, College Connections)"
- "Increase employee involvement in campus activities"
- "Community involvement and service would increase engagement"
- "Faculty and staff need to be more involved in strategy and planning"
Students

Strengths
- Student Planning
- Random Acts of Kindness
- Student Diversity

Actions & Challenges
- Communication with students
- Tracking students’ goals
- Student involvement on campus

Comments
"More computers/laptops for students to help with enrollment and computer literacy"
"Students are included more in the building processes and have a voice - hiring committees, etc."
"Communicate changes that affect students to everyone so departments are aware"
"Students need consistent information - need training within departments"

Next Steps

Information gathering will continue into the Fall 2017 term

At least one more World Café event will be held - Staff and Faculty input

A series of town hall meetings will gather information from the community and key stakeholders

All employees are encouraged to participate in this important process