

# 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

# 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?*

**STRENGTH**



**CHALLENGE** *Where do we have the greatest needs for bolstering capacity?*

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

**ACTION**

## 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

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### 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"



## Student Services

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### 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

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### 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"



## Engagement

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### 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

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## 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."

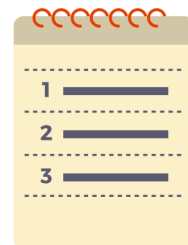
"Communicate changes that affect students to everyone so departments are aware"

"Students need consistent information - need training within departments"



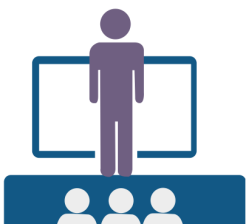
# Next Steps

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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