

## Student Success Survey Comments

(Survey Date: 2/28/18 - 3/7/18)

### Comments

#### Q1. The idea of a Student Success Council on our campus is exciting! (Paper Survey Feedback)

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| I don't know  |
| Suggest change "making recommendations" to "providing advice and consult"   |
| It seems redundant with existing structures (CLC, ASIT, etc.)   |
| Once the purpose and mission are "fine tuned," I think this will be an excellent platform for initiatives to grow and be celebrated   |
| Great Idea!   |
| I think it needs to be defined more-it seems like this is specifically focused on communication and ensuring we as OCC employees, have access to ideas and resources related to student success (which is very exciting and important) if that's the focus, then it needs to be defined more  |
| This just seems like another work group run by the same people who have us searching for strategies to change the dysfunctional culture of OCC.   |
| Great idea, if focus is on ideas and getting stuff done. I think there is already a lot of overlap of groups on campus – LOAC, ASIT, Teaching Center  |
| If it is giving staff / faculty a true way to collaborate or share with other staff / faculty on needs / things we are working on; want to work on. I like the vision. Communication would be great!  |
| The question of "how things get done" is one way of looking at the way the council is. If more open to being a -----that communication and collaboration, then that would be / allow more excitement. The moment structure, deliverables, measurement is imposed excitement goes down. Both are necessary for all three outcomes to happen- 1. Helping students with strong initiatives, 2. Improving cross-pollination of ideas between faculty, staff and between faculty and staff, and 3. Institutional objectives measure and reported |
| Absolutely! I would love to be on it at some point and am excited about the opportunity to present ideas/ask for guidance from the council  |
| Please collaborate with the Diversity Council. I recommend a shared seat of Diversity Council representative on membership of Student Success Council.  |
| This is something that has been missing from the campus. Great Idea!!   |
| I think a council related solely to student success is very important for our campus.   |
| It seems there is much overlap with other groups on campus. I.e. ASIT   |
| I haven't had any exposure to this until today  |
| I like the idea of connecting different "silos" and breaking down walls. But I'm concerned that this is redundant given existence of CLC committees   |
| The ability to develop a program to help students be successful   |
| It holds a lot of potential, for sure   |
| Usually most people on this council are people who either have already a position or have to be there so most things are not really what students wants   |
| Not exactly sure what it is   |
| Used to help students learn about new ideas   |
| Shows that people care and help to be successful  |

#### Q1. The idea of a Student Success Council on our campus is exciting! (Web Survey Feedback)

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| Almost every group on campus is working towards improving success. Having a centralized body that can compile and track the different initiatives would be helpful. Having a body that could help obtain funding (internal or external) would be helpful.  |
| As described in draft Student Success Council Bylaws, the proposed Council looks like it duplicates work of existing governance structures.  |
| I need more information than was presented in the documentation to fully understand the scope and role of this council. Without that, I cannot say.  |
| I think the work of this group should be charged to existing governance bodies - probably the Student Experience Committee of the CLC. I find another body to just create the potential of more bureaucracy and another silo. I think if a space/place is needed to collect new ideas from several areas of the college, then have a Student Success Forum a few times a year where these ideas can be brainstormed then assigned off to the appropriate worker bees to get the work done. If ideas are generated that ought to go through governance, they can be assigned to standing committees of the Faculty Senate or the CLC (with appropriate consent of the governance chairs). |
| I think we need a body to coordinate student success on campus.  |
| Seems like a duplication of Academic Support Initiatives Committee   |

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The charges of the council are so vague that it is not clear what benefit such a council would have. Are the recommendations recommendations or meant to be initiatives that are imposed without choice on employees? Why should a campus peer have to go through this committee to present their idea(s) when they could simply implement an idea on their own? It sounds like the peers who offer ideas, who have already given it ample thought and research, would then have to listen to advice and guidance from some 21-23 other people who may not have the expertise or experience that the peer does and be assigned a "mentor" when they may be perfectly capable of carrying the idea out themselves or have a group of experts to work with. It sounds like a lot of micromanaging. Are peers volunteering to subject themselves to all of this or are they being required to appear before the council? Would there be faculty representation on the data team? If so, I think they should be approved by the Faculty Senate. There is a potential danger in the data usage and council being used in a punitive way; the charges of the Data Team and how they will look at and use data should be clarified. They should have their own charges which are not at all clearly laid out. At least one member of the Data Team should have a degree in Statistics to ensure proper analysis and use of data.

The idea sounds interesting, but does it fully incorporate or utilize the committees or groups on campus that already deal with these issues?

### Q2. A forum is needed on campus to promote, recognize and celebrate effective student success initiatives. (Paper Survey Feedback)

I don't know

How is this council going to communicate with the rest of campus. Communication is already a big issue at OCC and the bylaws don't really address this.

Yes, in collaboration with our other councils and committees on campus, including students!

It's always great to celebrate success of our students and employees

Yes! I hear about new initiatives all the time that I didn't know we do. Having access to a place where these ideas are being presented, for better awareness, for celebration, and for new ideas and excitement to be created, is very needed.

Another workgroup comprised of the same players will not be helpful

A well-attended forum, then yes, strongly agree

"Charged by the College President" sounds like it is a top-down organization, whereas the vision and sharing / collaborating by staff/faculty sounds like a more successful way to structure it.

Yes! Right now there is no structure way to recognize/celebrate the amazing work being done on campus; this would be rewarding and inspiring

Recognition is key and communication amongst the campus community

Success should be awarded or acknowledged

Definitely! But again, can't existing committees / bodies do this?

Cover the success stories see where they can be used for other programs

A forum would be the best way to openly get involvement and pitches

If started I think all ideas should be approached with an open-mind and everyone should be talked to equal

Yeah, just to let more people know about having student council

People can see who of what is being successful and reasons on why

Great way to open things to more students

There should also be a way for nonmembers to submit student success stories

I think improving it is the ultimate priority especially Gordon Student Center and better streamlining services

Cross departmental work and support (Resources/people) is very necessary. Especially when it comes to student success

It is important for sure, so the more promotion of it the better

I think the celebration aspect is particularly helpful because we often don't know about the positive things going on in different areas across campus

What about student participation? Perhaps having a student designee would add value

I feel this is needed primarily to share initiatives so there is minimal overlap or different areas doing the same initiative... Allow for transparency and collaboration. Needed to re-evaluate current practices to ensure they are student centered.

I agree that a forum for students will encourage them to continue to grow and bring their learning to new levels.

Great Idea

Our students need retention and recognition

There are probably many ideas that this council can help pull at and put into use. This sounds like a good idea.

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Having a campus wide forum to act as a network to promote college programs / opportunities would be very helpful. Driven by a unified council versus fractured, multiple departments and venues.

Need more students at least 3 more: 1 non-traditional, 1 part time, 1 from OAR or Vets, EOP Etc.

What is being defined as 'student success' seems vague in bylaws document

### Q2. A forum is needed on campus to promote, recognize and celebrate effective student success initiatives. (Web Survey Feedback)

A forum is needed - not another council with bylaws that step on the jurisdiction of existing committees in our governance bodies.

Again, why duplicate work of existing structures?

Fostering an environment that celebrates victories of our students, is a wonderful idea!

I agree but first we need to evaluate how we are currently recognizing these successes; identifying where/how/why we are coming up short (if that is the case) and pinpoint where the opportunities lie.

I believe these characteristics are core competencies of leaders.

This wouldn't be a bad thing, but it's pretty low on my list of useful contributions this council could make.

We already have numerous forums that do that. This is simply another layer of bureaucracy.

We have that. It is called Assessment Day and is very popular.

### Q3. It would be helpful for the Student Success Council to provide advice/guidance regarding appropriate governance procedures and/or next steps. (Paper Survey Feedback)

I don't know

If the council understands what governance means and makes sure it goes through the appropriate channels.

As long as the council understands all governance procedures.

That guidance would be helpful from an expert. If the council doesn't have an expert in that area, I would say referrals for support would be just as beneficial.

"Non-governance working body"!!!

?

Not Sure

I think this is a great idea. Very exciting. I would love to present!

Providing a report on idea and a mentor from council is fantastic!

Recommendations and advise to leadership

I love the idea of being able to bounce ideas off our peers before moving forward. Because the council would be non-governing I would feel more comfortable and less intimidated to share my ideas.

If our goal and mission is student success this is a critical piece.

Knowing governance procedures/next steps will allow students to become more successful.

Students have the strongest voice. They need a stronger representative beyond S.A. reps.

A diversity of students – more than 2

Again, the purpose is great, but why not do this within existing governance bodies?

Need to have at least one student representing each area of study

Very important for keeping the steps going, may drop off

N/A

Keeps thing aligned and connectively more things forward

It would be helpful to have a standard process so that any area/department has 'access' to the student success council to propose ideas and/or ask for ideas to improve initiatives that they have already.

Share identified concerns and seek advice of college how to address concerns

I think it would be more helpful if the focus was on programs and initiatives, rather than procedure

Good way to get real time feedback from current students. They know what students look @ and what they don't

The students will be the best way to get all information out

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Next steps regarding...? Governance procedures regarding...?

### Q3. It would be helpful for the Student Success Council to provide advice/guidance regarding appropriate governance procedures and/or next steps. (Web Survey Feedback)

Advice is good. Control and micromanagement are not.

As per the first question.

How does the fact that the council receives its charges from the president (and therefore report back to the president on the progress of said charges) influence this advice regarding appropriate governance procedures? If the council is serving as a resource for best practices, resources, and communication across campus, that is good, but is it enough to actually "influence" governance? Why not just be part of the actual governance structure?

I am not confident that there are many people on our campus who are knowledgeable about the processes necessary to take an issue or topic to/through governance. I think the governance bodies understand this to a certain extent but OCC administrators, faculty and staff do not have a strong understanding of governance or the jurisdiction of faculty and administrative expertise. We step on each other's toes pretty frequently already and I don't expect the AtD core team to have any better understanding of governance issues than the rest of the campus.

If proposed Student Success Council is supposed to operate more like a market research or other proposal vetting group, why do draft bylaws seem to propose establishment of another governance structure?

Not sure if this would just mean more "red tape" or actually be useful. I am concerned this could have the potential to adversely affect the existing governance process.

Would the group assist with limiting overlapping /duplication of efforts going on to reach students. Will there be overlap/duplication of efforts of the Student Success Council's data team and the flow of data/report requests through IPAR's existing process? <http://www.sunyocc.edu/surveys/success>.

### Q4. It would be helpful for the Student Success Council to provide suggestions for resources, and possible connections (internal and external). (Paper Survey Feedback)

I don't know

With appropriate representation from key departments/levels of management, this council should definitely act as support and provide helpful recommendations for the proposed student success initiative to be successful.

Having individuals on this council who are connected to the campus, but also in the community for movement toward student success, would be essential.

This just seems redundant!

Sure.

Who would the council be recommending these to?

We may not realize which resources are available-this would be a great way for us to get connected with them

Yes! Students need resources and networking

Student Association will need to add a new position

N/A

Yes, but with similar comments as above. (Again, the purpose is great, but why not do this within existing governance bodies?)

Need to see about how to critique resources does it work or not information from students

Knowing what resources we have is extremely beneficial

Again, connections are key to successes

Meet with all clubs and hear what everyone have to share

A lot of student don't know about all of the resources we have at OCC

Yes! A lot

Gets the council involved and they know how the rest of the students feel so they know what's important to us.

Not everyone is familiar with resources so this is a great idea.

I am very interested in the idea of allowing guest presenters to use this group as a sounding board for ideas

I would like there to be in-depth overviews of important student services especially advising and financial aid

Support from everyone for all efforts is a great idea

I think the external resource help is especially important!

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As a member of a grant-funded project at OCC I know members from our grant feel left out of wider college discussions. We have done a considerable amount of work around the topic of student success and do not have a forum to share with the campus.

Academic pursuits always require the gathering of information from a variety of reputable resources and students don't always know where to find that information

External connections are key. Real world experience and job opportunities

As a grant funded program I think this would be extremely helpful to be able to present @ something like what was discussed to gain connections and resources

Exactly what we need!

Connections between offices? Promote cross collaboration to support students yes.

### Q4. It would be helpful for the Student Success Council to provide suggestions for resources, and possible connections (internal and external). (Web Survey Feedback)

Campus peers know who to ask or will find out who to ask when they need resources and if those people would have been some of the people on such a committee, everyone will save a lot of time by not meeting monthly.

During the 2.26.18 Brown Bag session, someone suggested asking existing councils & committees to provide more help in areas of providing suggestions for resources & possible connections; I agree with that idea. Why create a new structure for research vetting when other students/faculty/staff have already been asked to do this work?

I believe this could be achieved by improving the processes connected to our existing governance structure. It seems to me that this type of work would go to the existing Student Experience Committee.

I think the Student Success Council should not pursue resources unless a decision (policy or otherwise) has been made that a particular direction ought to be adopted. I think seeking resources compels OCC to move in a direction and use those resources, regardless of whether governance bodies or other appropriate decision-makers (EC) have consented to the use of the resource and/or to an external connection. A repository of resources may be helpful but who would decide what goes into a repository? That too can be a challenging process in that if we include resources, are we necessarily endorsing them? We just would have to be thoughtful about what is included and who decides what is included.

### Q5. Additional comments/recommendations/suggestions? (Paper Survey Feedback)

The title of the council is student success. This discussion was focused on governance and faculty. If the purpose is student success-how will this group really help? What is the difference compared to existing committees? What makes this council different? What type of things will be discussed? How will the information, purpose be shared? Who will benefit from council – students or faculty

The faculty seems belligerent and against any type of council

It sounds like communication is key. I'm still unsure what else the student success council will be working on. However, I'm excited about the mission of the council and I'm hopeful that you will see positive results.

Andrea and Maria were excellent presenters!

This is a great idea and think it's important to celebrate a culture of success and celebration

Narrow the focus – Student Success Council isn't necessarily creating new ideas, but instead highlighting what's happening already, creating events, facilitating communication so we know what's happening around campus, aren't recreating the wheel, and we can work smarter.

One item to consider is if any faculty member is doing something "outside normal job duties-i.e. teaching) then they have to be paid on stipend. Where will this money coming from? For example if they are working as "mentors" they likely are entitled (per contract) for additional pay.

Great job by Andrea and Maria!

Again, if this body can help move ideas along to get things done, then great.

It would be good to have a little time to digest this before I offer suggestions.

I work w/a grant and I would love the opportunity to collaborate more w/others on campus

I wish the membership structure specifically listed "at-large members." I get that the membership is "not limited to..." but there are far too many of us who don't fit into any of the listed parameters. I think it would look and feel a lot more inclusive. As the list reads, a lot of the campus sees "Oh, this isn't meant for me."

"Consider having the membership transitioning on and off the council on a rotating schedule. For example half of the council would be replaced in 2018 and the other half would be the next year in 2019, similarly to how the steering committee works for OCCAC.

Make sure staff is represented somehow... perhaps as one of the 3 people appointed by SVP of Student Engagement and Learning Support.

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| If 2 student association reps are part of membership.... Should be considered to not have them on a different council (CLC / Diversity) so they aren't too bogged down!   |
| Please include Human Resources (at least Labor Relations) in the membership   |
| Nice Job!   |
| Encourage you to include a good population of frontline employees as members. Administrator, faculty are not always well versed in day-to-day activities. Challenges and areas that need improvement or attention.  |
| Need permanent and defined representation from the First Year Experience Office   |
| Have a permanent space so students/faculty and staff are aware of your presence and know where to find you  |
| First year experience should be looped in as well! Looks great so far however.  |
| Perhaps allow students not on student association to become representatives, because students on student association are already swamped with councils etc. To find students who are passionate and have more time, would most likely result in greater student commitment. |
| "Student Success" is very broad. What definition are you using as a guideline to shape the effort of the SSC. Someone from DC should be represented on the council.   |
| Is there a specific focus related to "student success" that the council will address?   |
| A representative from OAR or a student with a disability on the council.  |
| Membership should include a seat for liaison to Diversity Council (Council on Diversity & Inclusion) There is a documented success gap for certain identity groups a shared seat.   |
| Membership should include H.R. or Labor Relations representative. Please include John Greer, Director of HR and Labor Relations for Collective Bargaining Agreements and Employment Policies, Laws and regulations.   |
| Include a seat for: Diversity Council Representative, OAR, Students w/ disabilities.  |
| Love the idea, but worried about adding a new layer to already existing governing bodies  |
| Focus on students with student involvement, Feedback is important   |
| More student recommendations, maybe extra faculty representation  |
| Good ideas, do bring students together and incorporate more students outside of the usual faces because we are getting same ideas in 30 different committees  |
| More than 2 student reps  |
| 2 students aren't enough to count for 8,000 students  |
| More students need to be involved having 2 students is not good representation  |
| Maybe leadership members from other clubs. Not just advisor   |
| Students picked for representatives on the board should be a wide variety ex: old and young / different studies / from different places   |
| I think it sounds awesome! My only concern is currently the collaborative Programming Board is doing similar things for programs specifically. I think this is more in depth and doing more than CPB does, but just wanted to share that!                                   |
| Very supportive of the 2-year term for members... it will be more effective to have fresh ideas / people.   |
| Consider having the terms switch out on a rotating basis so you don't have a completely new council every 2 years.  |
| This seems like a great new council.  |
| This has the potential to do great things on campus and ensure departments are being inclusive and minimizing barriers for students to attend, and complete @ OCC.  |
| Maybe provide council to funds or the ability to direct funds to areas they feel would have an impact   |
| Try and catch students @ application to entice them to participate  |
| Council can be made up of major departments around campus. Want to make sure all areas around campus are covered in order to hit a wide range of students   |
| Great Work!   |
| Long Overdue  |
| Needs to be positive, not another griping session to bash staff   |
| Such a small section of the whole college; will it be representative of needs and success. Concern about reporting to President, will it be "only" the president's agenda.  |

### Q5. Additional comments/recommendations/suggestions? (Web Survey Feedback)

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| Again, as described in draft Student Success Council bylaws, the proposed "non-governance" structure appears to act as a governance body that's duplicating work already being done. If we create a need for additional steps to be taken in already complex processes - or more opportunities for people to be confused about whom to contact & when - we've defeated the purpose of having a Student Success Council at all....  |
| Concern there is overlap with other councils/governance groups. If this council is charged with carrying out an activity, will they still seek ASOT approval if there is a cross over there?   |
| Does the Lumina Foundation require that we have an entity called the "Student Success Council" or are they merely suggesting that we have systems and processes in place that can facilitate the kind of work the literature is calling for? Overall, it appears that this might unintentionally be creating more bureaucracy, more redundancy and be more counter-productive than is intended. From the literature, this body seems to serve as almost a gatekeeper of sorts and could actually hinder the established governance process by undermining its power and effectiveness; one of which we have worked so hard to create, which is built on the pillars of collaboration.  |
| Fix the bylaws to better define the role of the Council in relation to existing groups. Make it clear that the goal is to support these efforts, not to control them.  |
| I think the whole idea of a Student Success Council is redundant to existing structures on campus. It risks further marginalizing student success. If you want the campus to embrace student success, then charge existing governance bodies with this work. To create a "non-governance" council with by-laws makes little sense to me. If it's a non-governance body, it does not need by-laws. If you need a space to generate new ideas on student success, then the Student Experience of the CLC can hold a forum to do so. We risk de-legitimizing this work of student success by assigning it into a separate body. We would be embracing the importance of this work if it is charged to existing governance committees (CLC Student Experience; Faculty Senate committees including LOAC and Academic Support Initiatives, and maybe others). Also, have you done an inventory of what these existing governance committees are doing? If not, why not? Maybe you can work together with them and initiate renewed charges, ideas and practices into existing bodies. I also think this Council, as described in the bylaws, risks taking work, inadvertently, from existing governance committees. This will agitate those folks who are equally committed to student success and it undermines the existing governance processes which are new and fragile (both the CLC and Faculty Senate have not matured yet in their work). A new council, such as this, ignores the established role of shared governance at the college. Lastly, this recommendation from AtD reflects AtD's relative lack of awareness or understanding of governance in higher education. AtD did not emanate from traditional academic practices and because of that it does not value shared governance or its role in generating better institutional decision-making. Nina Tamrowski |
| I think this sounds like a very good thing! So much goes on at this campus but it stays in isolated silos.   |
| I was told that the committee was open to anyone to join. Based on the information provided in the by-laws, it does not seem like that is the case. You may want to consider adding a section if this is in fact true. Thank you for your hard work!   |
| More needs to be done to communicate how this isn't a redundant body. Perhaps the communication aspects of the council can be better expressed if it's membership included representation from the committees on campus that are already doing the kind of work the council touches upon.  |
| Terrific first effort. Here are thoughts for your consideration: 1. I am confused about the purpose of the Council. The mission, vision and purpose as described all say essentially the same thing and focus on principles (communication, collaboration, connection, celebration) rather than a defined intention or goal. 2. If the Council is a "non-governance" entity, why is it not a decision-making body? Again, the purpose is ambiguous. 3. HUGE membership. 4. IPAR has a well established data request and management process. Why add another layer to the request process? Perhaps add data mgt to the guiding principles? 5. Finally, what best practice resources guided development of these bylaws? There are a lot of resources out there.....perhaps consult for further discussion? Thanks! Best wishes!   |
| The necessity for this group is unclear and it seems another level of bureaucracy. The by-laws are vague and seem to cover activities for which we already have hired people. The low number of faculty is a concern as well.  |
| This initiative should not feel regulated, overly structured and confining. We should recognize participation, spontaneity, the beginning of something with potential, creativity and innovation in ways the current students define them in relation to success and not be limited by tradition.  |
| Why has this not been presented to the Academic Support Initiatives committee?   |