Holistic Student Supports Redesign | 2018–2021

Achieving the Dream

Achieving the Dream, Inc. is a national nonprofit organization dedicated to helping more community college students, particularly low-income students and students of color, stay in school and earn a college certificate or degree. The partnership between Achieving the Dream and Bunker Hill Community College (BHCC) will support the redesign of our student support systems and services, help us to increase student retention and success rates, and enhance the college experience of all students.

Purpose

Bunker Hill Community College's Holistic Student Supports Redesign will establish five key institutional practices that will support the retention and ongoing academic success of our students:

1. Establish a campus-wide shared responsibility for student success and retention.

2. Build meaningful connections for students.

3. Monitor student progress and needs.

4. Leverage targeted data and technology across the institution to support student success and retention.

5. Reimagine institutional policies and practices with a lens toward student retention.

Goals

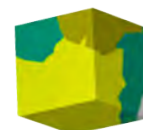| Holistic Student Support Redesign Goals 2018-2021	Alignment with BHCC Goals, Strategies Initiatives 2018-2019
Goal 1: All students receive support in achieving their personal, career and academic goals through intentional and early development of academic, career, and financial plans.	**Goal 1:** Foster Student Success **Goal 2:** Strengthen Career, Transfer and Workforce Readiness
Goal 2: All students will tell their "story" once and are not sent from office to office in order to get the answers and resources they need to support their persistence at BHCC.	**Goal 1:** Foster Student Success **Goal 3:** Advance Diversity, Inclusion and Equity **Goal 5:** Develop the College's Infrastructure
Goal 3: All students will receive proactive connections to effective supports targeted to their individual needs so they enter the classroom in the best condition to learn.	**Goal 1:** Foster Student Success **Goal 5:** Develop the College's Infrastructure
Goal 4: All students will convey their confidence that faculty, staff and administrators are invested in their success.	**Goal 1:** Foster Student Success **Goal 2:** Strengthen Career, Transfer and Workforce Readiness **Goal 3:** Advance Diversity, Inclusion and Equity **Goal 4:** Build Partnerships and Pathways **Goal 5:** Develop the College's Infrastructure

Holistic Student Support Redesign Supporting Data

The largest number of students not retaining are continuing, degree-seeking students. These students who stop attending are:
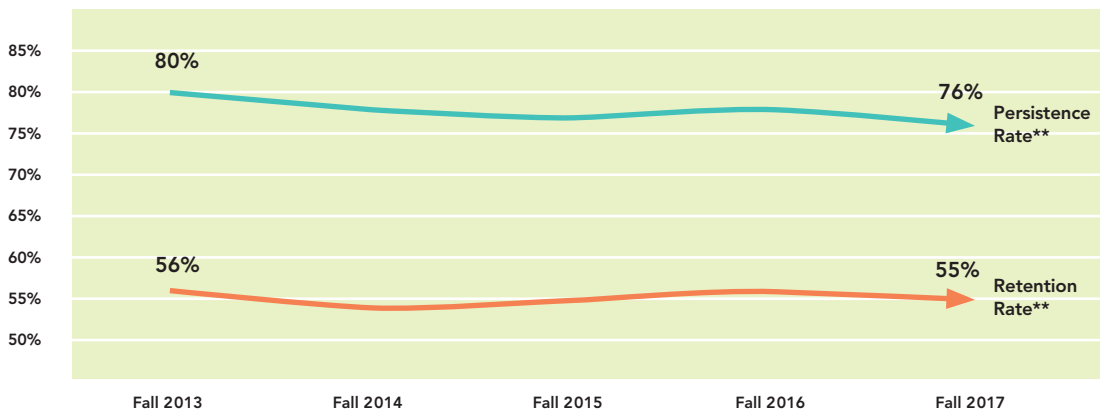
- Significantly more likely to be students of color. Significantly more likely to be Black or African-American.
- Significantly more likely to be part-time students.
- Significantly less likely to be Pell students.
- Significantly more likely to be older students.
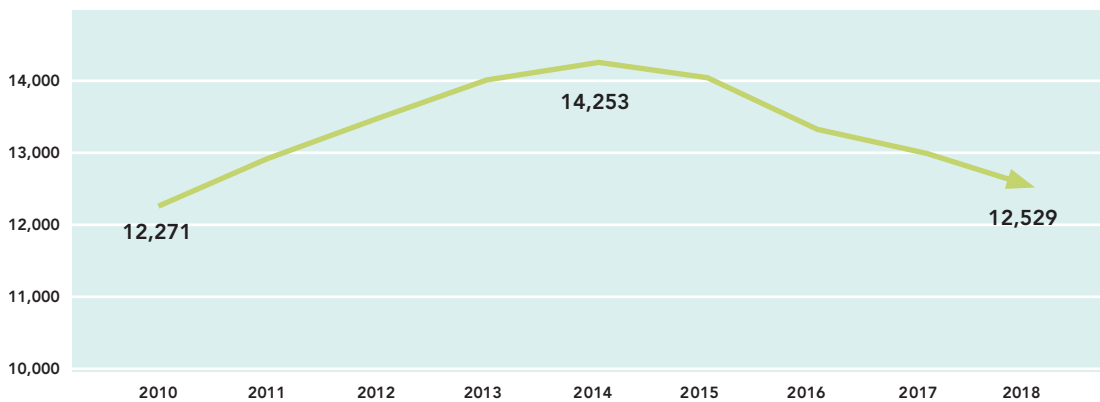
In addition, the majority of these students:

- Have only attempted a single major.
- Have a GPA *above* 2.50.
- Have completed 31 or more credits.

Persistence and Retention Rates: Trending Down (5% in Persistence, 2% in Retention)*

85%				
80%	**80%**			**76%**
75%				Persistence Rate**
70%				
65%				
60%	**56%**			**55%**
55%				Retention Rate**
50%				
	Fall 2013	Fall 2014	Fall 2015	Fall 2016	Fall 2017

Fall Enrollment: Trending Down (12% From Peak)*

14,000				**14,253**					
13,000									
12,000	**12,271**								**12,529**
11,000									
10,000									
	2010	2011	2012	2013	2014	2015	2016	2017	2018

Holistic Student Support Redesign Team Charge

The Redesign Team is charged with the following tasks:

- Gather data on the Bunker Hill Community College student experience from enrollment through degree completion or transfer
- Identify challenges or "pain points" students experience as they enroll in the College, take classes and access student supports
- Provide recommendations to address student barriers to success
- Design long-term action plans to implement changes that will promote student persistence at the College

Holistic Student Supports Redesign Team Vision

We believe that education is a process of continual growth and commit to proactively creating accessible and transparent student experiences. Each Bunker Hill Community College student will receive personalized, consistent and accurate information and support in defining and achieving their academic, career and financial goals. As part of this shared journey, we will continue to evolve and develop, always with student success at the center of our work.
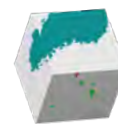
*Data provided by the BHCC Office of Institutional Effectiveness

**Persistence = Fall-to-Spring enrollment; Retention = Fall-to-Fall enrollment or completion rate (the proportion of students enrolled in one Fall term that are either still enrolled or have graduated by the next fall)

Holistic Student Supports Redesign Team Members

Amy Boudreau, *Research Associate, Institutional Effectiveness*
James Canniff, *Provost and Vice President of Academic and Student Affairs*
William Cribby, *Assistant Dean of Students*
Alicia D'Oyley, *Associate Dean of Enrollment: LifeMap and Assessment (Project Director)*
Perry Hull, *Success Coach/Career Advisor, LifeMap*
Justice Kumahia, *Director, Student Central*
France Kupferman, *Director, Admissions*
Jillian Glaze, Director, *Student Financial Services*
Cherry Lim, *AAPI Success Coach, Academic Counselor*
Carlos Maynard, *Associate Professor, Behavioral Sciences*
Jacqueline McMillon-Williams, *Director, Advising and LifeMap*
Elizabeth Miller, *Associate Professor and Chairperson, Computer Science Department*
Arlene Vallie, *Associate Dean, Academic Affairs*
Colleen Yee, *Assistant Director, Advising and LifeMap*

Holistic Student Supports Steering Committee Charge

The Steering Committee will serve in an advisory capacity for the Holistic Student Supports Redesign Team. Its role will include providing guidance, reviewing milestones, monitoring timelines, assisting the Redesign Team with decisions, and garnering and fostering needed assistance from ancillary areas. The Steering Committee will also advise on potential changes, budget needs and constraints, and the development of an evaluation strategy.

Holistic Student Supports Steering Committee Members

Melissa Balla, *Student Government President*
Michelle Bloomer, *Dean of Professional Studies*
James Canniff, *Provost and Vice President of Academic and Student Affairs*
Cynthia Forrest, *Interim Associate Provost for Academic and Student Affairs*
David Leavitt, *Executive Director, Institutional Effectiveness*
Alice Murillo, *Associate Provost, Chelsea Campus*
Karen Norton, *Executive Director, Integrated Marketing & Communications*
Tim Ogawa, *Chief Information Officer*
Grace Young, *Dean of Enrollment (Chair)*
Faculty Representative (Co-chair) (TBA)
Faculty Representative (TBA)

To learn more, visit **bhcc.edu/about/achievingthedream** *or contact Alicia D'Oyley, Associate Dean of Enrollment and Holistic Student Supports Project Director at* **alicia.doyley@bhcc.mass.edu***.*