

Student Access, Support and Completion

Objectives	Key Performance Indicators
1. Offer a full array of educational programs and support services to meet the diverse needs of Cowlitz and Wahkiakum counties.	a. Participation rates in service district b. Enrollment
2. Provide students with the support needed to pursue and achieve their educational goals.	c. Student persistence (overall) d. Completion (overall) e. Student satisfaction with support services f. Faculty-student engagement g. Student satisfaction with instruction

Strategic Initiative: Simplify our onboarding, advising and related support services to get and keep more students, including those from historically underrepresented groups and vulnerable populations, on the path to completion.

Planning Category	Annual Priorities
Academic	<ul style="list-style-type: none"> Continue to engage faculty in recruitment activities with prospective students, including building sustainable multicultural outreach to assist with developing key strategies, and planning and delivering events. Continue to expand educational opportunities for high school students through the 'Open Doors' and 'College in the High School' programs.
Diversity/Equity	<ul style="list-style-type: none"> Identify and partner with culturally specific organizations and community leaders to better understand and support the needs of underrepresented students.

Planning Category	Annual Priorities
	<ul style="list-style-type: none"> Continue to analyze data regarding barriers to onboarding and retaining underrepresented student populations. Develop strategies to increase recruitment and support for historically marginalized populations, including economically disadvantaged students.
Facilities	<ul style="list-style-type: none"> Refine comprehensive plan for college-owned housing for students.
Student & Community Engagement	<ul style="list-style-type: none"> Improve timely and effective communication with students regarding financial aid, transfer, and other services and resources. Continue to implement Guided Pathways initiative. Adapt our customer service approach to meet the needs of a rapidly changing environment. Increase the proportion of applicants who make it through the onboarding process. Develop strategies to increase recruitment and support for male students.
Technology	<ul style="list-style-type: none"> Continue efforts to digitize student processes, including ongoing development of electronic forms, to promote accessibility and support modernization.