Student Success
4. A Student-Centred Approach

Increase Student Retention

Strategy/Action	Measure/Milestone		
Lead Retention Council to commit to second year of Early Alert program: participation in all Faculties toolkit for instructors training for advisors partner with OIPA for assessment	Students identified through Early Alert experience increased academic performance and retention (commensurate with participation) Students self-identify as feeling supported and having the resources they need to be successful	✔	Completed
Analyze retention data for action: partner with OIPA to query and scrutinize data Identify key areas for potential focus Lead action planning to identify key initiatives Plan implementation	Retention of identified populations/students increases (not measurable until at least 2021)	●	On Track
Launch pilot of "Navigate" (formerly YU START 1234): Design and develop look and feel Engage stakeholders for content delivery Develop sustainability plan Explore linkages with other projects (e.g., YUBIE Virtual Asst.)	Reduced need and shorter wait-times for in-person service Better reported student satisfaction	✖	Discontinued
Launch pilot for Referral and Repository: Work with core team and Civitas (chosen vendor) on configuration, implementation and training planning Launch pilot Determine plan for scale and scoping	Reduced need and shorter wait-times for in-person service Better reported student satisfaction	●	On Track
Launch Virtual Assistant (YUBIE) to 9 Faculties: Determine requirements for launch (2-staged) Determine scope Resource accordingly Manage stakeholder communications and change management Explore linkages with other projects (e.g., Navigate) Develop assessment Launch 3 Faculties in January and 6 in March, 2020	Students self-identify that wayfinding is improved Students self-identify as feeling supported and having the resources they need to be successful	●	On Track

Expand Becoming YU project for student leadership and career development: Launch program to all F/W work study and LEAP students and their coaches Launch pilot for off-campus employment Support implementation of in-house (LTS) and external (Orbis) technology	Students are able to use BYU to identify, build, and articulate their skills and accomplishments Students who participate in BYU and use the Career Centre are better prepared for interviews, grad applications, and careers Students participating in work study and LEAP positions have more meaningful experiences	✔	Completed
Conduct Needs Assessment for Graduate Student Engagement: Implement engagement survey Conduct focus groups based on survey data Identify priorities Conduct action planning Begin implementation	Graduate students self-identify as feeling supported and having the resources they need to be successful	🔴	Not On Track
Launch online career education curriculum: Convert identified in-class workshops to online Redesign Career Centre website	Students have access to career development and job search information and training anywhere, anytime Students feel they have the career resources they need to be successful Community partners are able to easily integrate career curriculum into academic programming	🟢	On Track
Expand usage of OPAIP grant: Expand Ready, Set, YU! to 125 participants Introduce Ready, Set, 2! program for 2nd year students Extend Adult Day School Program (additional schools and visits)	Ready, Set, YU! participants experience increased academic performance and retention (commensurate with participation) Ready, set, 2! participants report enhanced sense of connection and purpose Increase in applications from Adult Day Schools	🟡	Progressing
Determine sustainment plan for peer programs focused on priority areas for well-being (Career; Student Financial Services; Health Education; Learning Skills): Evaluate first year of program Investigate alternatives for a "post-grant existence" Potentially partner with Faculties Implement plan	Students have timely, accessible support from peers in priority areas The program is sustainable	🟢	On Track
Implement Virtual Learning Skills and Wellness project: Realign associated AIF Re-establish project team Determine technology platform Conduct needs assessment Develop and implement learning modules	Platform identified Modules launched on spec, budget and schedule Online resources are well-used Students experience the resources as beneficial and high-quality	🟢	On Track

Engagement and Outreach
6. Enhanced Community Engagement

Deliver Divisional Response to Indigenous Framework for York University

Strategy/Action	Measure/Milestone		
Conduct Division-wide consultation process that outlines the Indigenous Framework and gathers input from stakeholders Identify and prioritize actions Summarize and share findings Partner with stakeholders to undertake identified actions.	Consultations completed with every team in the Division Specify several key priorities/projects for action Communicate to community (Div. of Stds, Indigenous Council) Set and record performance on metrics associated with projects (e.g., training & learning events) Integrate work with Indigenous Council and tasks led by Special Advisor to the President: Indigenous Initiatives	✅	Completed

Enabling the Plan
7. Enabling the Plan

Define, champion and model Service Excellence for students and staff

Strategy/Action	Measure/Milestone		
Hire Service Excellence Project Director Develop theoretical framework, project plan, and methodology. Initiate working group Generate user-stories for documenting experiences with Divisional Services. Work with working group to establish service charters. Initiate project team for pilot program and training. Partner with Service Transformation and AVP Shared Services to create alignment on areas of mutual interest	Staff report feeling engaged with the process Staff provide feedback that enhances the project Staff who engage are being recognized for their participation Senior management and working group test prototype service experience principles in their own IDPs Alignment and integration with University-wide approach to Service Excellence	🟢	On Track
Conduct needs assessment of stakeholders for ongoing SCI implementation Implement SCI governance structure Determine requirements for review of PR4 and map initial process Consult with Secretariat on Terms of Reference Conduct environmental scan Consult with York community Implement revised PR4	University is compliant with SCI guidelines Students are more engaged in student organizations Policy provides clarity for student organizations and the university Policy ensures greater transparency, accountability, and consistency in application	🟡	Progressing

Set objectives for the Division and the Student Success Centre in alignment with 2018-2020 strategy Cascade objectives to Directors, Managers and Staff Support process of establishing team and individual objectives, followed by individual development plans	Full adoption from all SSC Staff Staff know what the work is they are to do; why they are doing it; which strategic imperative it supports; and how to do it.	✅	Completed
Identify space; discussions with LA&PS Meet with planners for concept design Begin discussions for Vice-President approval and budget Move carry-forward funds into Capital funds	Space identified and agreed upon Rendered drawings Notional approval $4.5 million moved to Capital	🟡	Progressing