

DIVISION: Division of the VP Academic and Provost
UNIT: Student Success Centre
PLAN ID: 1324

3. From Access to Success

Increase level of customized service and support to Faculties and students

Action/Strategy:

Cluster Career, Advising and Learning Skills for an integrated approach to supporting Faculties and students.

Measures/Metrics/Milestones:

Needs assessment conducted for each Faculty on Career, Advising and Learning Skills
Faculties report greater effectiveness and quality working with Student Success Team (survey)
Student Success Team reports increased collaboration, clarity and impact within team (survey)

Implement new Career Centre strategy including consultation model and greater integration with curriculum.

See "Needs assessment" above
Pilot joint Career/Alumni hire for AMPD (2 year contract)
Envision YU (AIF Project) meets all milestones

Reposition and expand "ACMAPS" to "Retention" to be responsive to populations identified as at-risk.

Target: three new retention-focused initiatives undertaken based on OIPA data on populations at risk (Mature; Part-Time; UNMA)

Seek to sustain the accessibility and inclusion elements of Ready, Set, YU beyond the OPAIP grant.

Ready, Set, YU sustained and scaled beyond OPAIP grant
Explore expansion to Faculty of Science and AMPD
Participants in Ready, Set, YU achieve equal persistence rates to their comparators

Increase the capacity, capability, and scope of SAVY (the Student Virtual Assistant)

SAVY launches in French, Schulich and Osgoode; "Reminders" are live by Winter 2021
Hire Program Manager, Student Success Initiatives
Targets for SAVY usage rates, accuracy/quality and additional outcomes and impacts: TBD

Develop full student life-cycle supports and community building for Black students, for Fall 2021 and onward

Action/Strategy:

Partner with Recruitment, Admissions, Student Engagement and Student Financial Services to develop plan and program

Measures/Metrics/Milestones:

Specialized programming committed in 2020/2021 recruitment
Increase in Black student admits

Secure resources and leverage Ready, Set, YU! infrastructure

Extend

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Promote and prepare programming for Fall 2021 intake

Programming project-managed on track for Fall 2021 delivery

Expand and systematize Early Alert, leveraging the Civitas: Inspire persistence predictors

Action/Strategy:

Establish pan-university governance for persistence predictors / early alert

Influence and train Advising teams for implementation.

Measures/Metrics/Milestones:

Plan socialized with Deans and Assoc. Deans
Pan-university commitment to consistent use of Persistence Predictors
Increase in engagement/persistence (for discussion)

Advisors trained
Persistence pilots are implemented in all Faculties

Acquire and facilitate the effective use of data, especially for underrepresented groups

Action/Strategy:

Lead our Divisional response to NSSE and facilitate Faculty discussions regarding NSSE results; lead resulting action planning, implementation, etc.

Conduct student consultations for the Student Census to ensure representative input and feedback.

Measures/Metrics/Milestones:

Consultations conducted with each Faculty based on their NSSE data
Division of Students and each Faculty identify actions/initiatives with commitment to implement.

Student consultation feedback incorporated into Student Census (to be conducted Aug 2021)

4. Advancing Global Engagement

Increase level of customized service and support to Faculties and students

Action/Strategy:

Implement new Career Centre strategy including dedicated Career Support for International Students (as well as Students with Disabilities, First Generation students, and more)

Grow and develop Employer and Alumni Engagement within the Career Education and Development portfolio.

Measures/Metrics/Milestones:

Surveyed students report increased satisfaction in tailored/focused supports and services
Surveyed students report feeling more "career ready"

Associate Director Employer and Campus Engagement is hired and new programming is initiated

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6. Living Well Together

Co-Lead and implement "Navigate York" for remote Fall support

Action/Strategy:

Develop and launch Fall planning content

Measures/Metrics/Milestones:

Navigate York / Fall Welcome is launched

Continue to lead Pan-University working group toward pan-university collaboration and further planning throughout year

Pan-University working group meets several times in Fall and Winter for ongoing planning (plus sub-committee work)

Increase Team awareness and understanding of racism and take action to mitigate unconscious bias

Action/Strategy:

Team and individual training/development; speakers

Measures/Metrics/Milestones:

Minimum two team development events
All individual team members have their own related specific goal on their PDPs and complete them

Ensure diversity in all hiring committees

Target: 100% achievement of goals for diverse hiring committees

When posting externally, seek to post where Black candidates and candidates of other oppressed groups will be most prevalent

Target: 100% achievement of goals for external postings

Provide additional resources and supports for Black, Indigenous and LGBTQ2S+ students (e.g., Career Centre resources)

Increased student resources based on student input; students report satisfaction (survey)

Develop employer and/or alumni programming for Black, Indigenous and LGBTQ2S+ students.

New employer/alumni programming based on student input and best practice; students report satisfaction (survey)

Service Excellence: Improve collaboration across and within teams

Action/Strategy:

January 2021

Measures/Metrics/Milestones:

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Initiate consultation model with Faculties to maximize input, feedback, partnership, and collaboration

Through survey:
Faculties report:
Greater effectiveness and quality working with Student Success Team
Positive impact on students

Actively cluster Career, Advising and Learning Skills to bolster integration and collaboration

Student Success Team reports:
Increased collaboration, clarity and impact within team