1. Track the retention of cohort groups - SCC tracks students according to orientation date attended, date admitted, Accuplacer scores, and program choice.

2. Conduct summer orientation programs - Summer 2012 Access and Opportunity staff ran an Accuplacer Boot camp for students with low Accuplacer scores. The admissions department has researched grants and plans to implement a summer bridge program during summer 2013.

3. Review all promotional materials to ensure that they are creating accurate pre-entry expectations of the institution - Ann Anderson in marketing

4. Provide a comprehensive sophomore year experience that prepared undecided student for their major - Since SCC is a 2 year college we provide a first year experience course. In the future we plan on implementing more career guidance within this course.

5. Offer a wide array of student extracurricular activities - SCC currently has 21 student organizations.

6. Have a system in place to identify students who are underprepared - SCC currently utilizes Accuplacer scores and high school GPA’s to determine underprepared students. We also use an early alert process during the third week of each semester.

7. Establish excellent academic support services - SCC has an Academic Support Center, Math Center, TRIO Student Services, Peer mentors, Veteran Services, and a Student Affairs Center.

8. Have a comprehensive first year experience program - Since SCC is a 2 year college we provide a first year experience course including student mentors, and beginning fall 2012, a common book read. In the future we plan on implementing more career guidance within this course.

9. Determine strategies that lessen the number of junior students that leave the institution. N/A

10. Design high interest residential living programs and activities - N/A. However, SCC admissions office does provide a spreadsheet of all apartment complexes near the campus.

11. Empower retention committee to address all retention related initiatives regardless of power structure.

12. Conduct student satisfaction surveys on a systematic basis. Community Survey of Student Engagement (CCSSE), Student Satisfaction Inventory (SSI) and the Priority Survey of Online Learners (PSOL) are conducted institution-wide on a rotating basis.

13. Conduct exit interviews to ascertain student reasons for leaving campus - SCC has attempted to make phone calls to student, send emails, and the college readiness faculty have send out paper surveys to students. However, we receive a very low return rate on these.

14. Require that students in academic probation participate in a success program that includes learning contracts - Fall 2012 SCC revised the current program to include students on warning and probation. Students are required to participate via holds on their academic record.

15. Provide online and in-person tutorial support beyond academic support such as stress/time management, substance abuse, and study skills - Sessions are provided through the Academic Support Center and GPS Lifeplan.

16. Review availability of classes to be sure students needs are being met.

17. Employ processes that create specific strategies designed to foster degree completion - Advising model, degree mapping, online and evening courses, and internship experiences.
18. **Identify students that may be drop out prone**: We monitor these students through the Early Alert process. SCC Faculty send student concerns to the retention coordinator who contacts students, motivates them, and sends to campus resources. We also monitor students through the online programming MAPWORKS.

19. **Review all policies, procedures, syllabi, and processes to ensure that they are student centered**

20. **Design financial aid systems that allow families to reapply for aid when financial circumstances have changed**: Our financial aid department offers change of circumstance forms. They receive about 4 a week from SCC students. Students are also able to apply for emergency loans.

21. **Explore strategies that recruit a student back into the institution who has left in good standing**: Retention coordinator calls students who attended one semester, but have not yet registered for next semester. Summer 2012 this was over 700 students.

22. **Lessen the campus runaround. Provide ongoing quality service training for all front line staff**: SCC front line staff have been employed at SCC for numerous years and have participated in quality, continuous training events.

23. **Provide a comprehensive training program for students participating in the college work-study program**: Work study coordinator provides training for all work study students.

24. **Establish an office devoted entirely to the improvement of the teaching learning process. Develop an ongoing program to help faculty understand the critical role they play in retention**: SCC is an ASK ANYONE campus. Ongoing training is provided through faculty in-service days and campus forums.

25. **Connect alumni to current students in mentoring programs**

26. **Develop an institutional academic advising plan that includes the components that are associated with successful delivery and organization of advising services**: SCC is in the process of implementing a new advising model based on the world-of-work career clusters.

27. **Provide an honors program to challenge the best students and to structure the ease of connections**: Phi Beta Kapa through our office student life.

28. **Change the attitude in serving students**: ASK ANYONE campaign

29. **Frontload the best advisors and instructors in the first and second year**: N/A. Advising at SCC operates on a career cluster model where advisors are knowledgeable about all programs, but have lots of experience in their cluster.

30. **Provide an ongoing internal communications program for students and parents after enrollment**: Individual departments offer newsletters and Facebook pages.

31. **Integrate technology into daily practice where faculty and staff are actively using web-based tools to engage students**: D2L, online courses, web-enhanced courses, ITV rooms.

32. **Provide a majority of coursework past lecture style courses where students are actively engaged in learning**

33. **Design programs designed towards adult populations**: SCC offers online, Saturday, and evening courses. We also offer fast-track programs geared at returning adult learners.

34. **Provide enhanced and dynamic counseling services**

35. **Host learning communities**: SCC offers a nursing learning community.