Foothill College  
Professional Development Day  
Friday, January 24, 2014

Notes on Outcomes from:  
**Student Success from a Classified Staff Perspective**  
Presented by Carolyn Holcroft  
10:50-11:50 AM

**What is Student Success?**
Academic Goal(s) reached  
Student is able to define academic goal  
Successful enrollment  
Retention because experience was positive  
Student is able to find a support system within the college  
Passing the class  
Mastery of the material  
LEARNING

**How do classified staff contribute?**
Provide academic support in tutoring and learning centers, and labs  
Help students “navigate the system”  
Educate students about processes and procedures: enrollment, financial aid, transfer opportunities, among many others  
Welcome students  
Make themselves accessible for the student  
Provide one on one listening and support  
Mentor students through student employment, student government, student activities  
Provide students a place to go, act as a sounding board  
Show up to support students  
Help students make connections  
Are often the best resource for making referrals  
Provide opportunities to make personal connections  
Serve as primary resources for behind the scenes logistics  
We are the Infrastructure  
We do the quarterly “triage” to make sure students start off well  
Provide resources for faculty and administrators  
Provide the front end assistance  
Maintain an attractive physical environment that is conducive to learning  
Process payroll  
Fix problems one student at a time  
Human switchboard  
3 $500 student scholarships annually
How can staff collaborate with faculty and administrators to improve student success?
More professional development and support classified participation in PD events
Include staff more in communications and updates
Dialogue with staff – more two-way communication
PD panel led by staff to initiate the dialogue
More dialogue between divisions and departments
Acknowledge that we all are human
Acknowledge that we all are colleagues
Reinstage cross constituency retreats to further build community
Reinstate Early Alert program
Hire more staff
Collaborate with Library staff to improve access to books
More collaboration with faculty as we move to implement SB1456
Cross-training @Division meetings
Communiques regarding changes in campus procedures
Reinstate orientation for new staff

What do you want the Legislature, administrators, faculty to know about classified staff?
We are professionals, often experts in our fields
We often hold advanced degrees.
We provide the means for students to enroll
We are invested in student success
Recognize the role of student services in student success explicit to the public