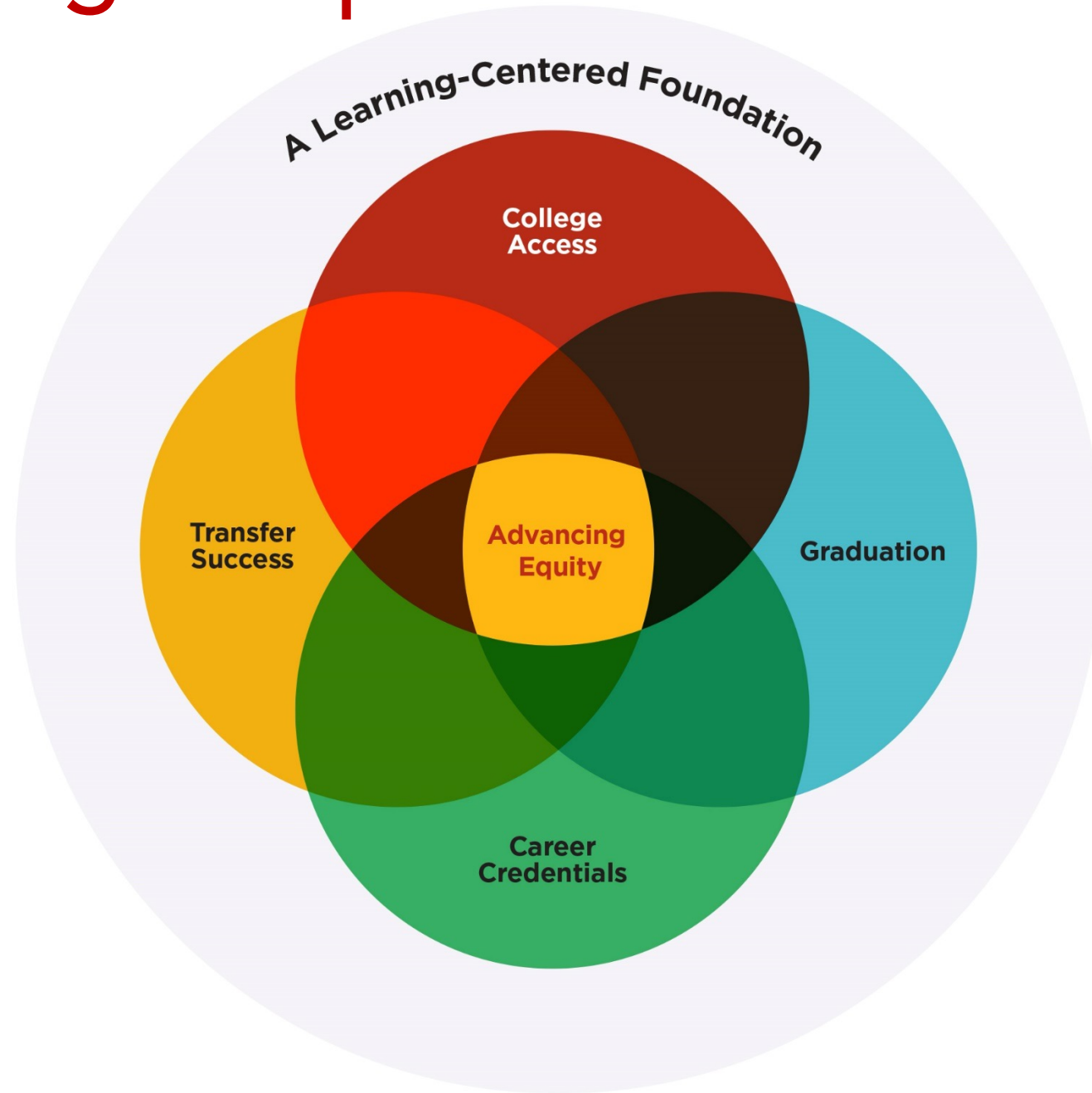


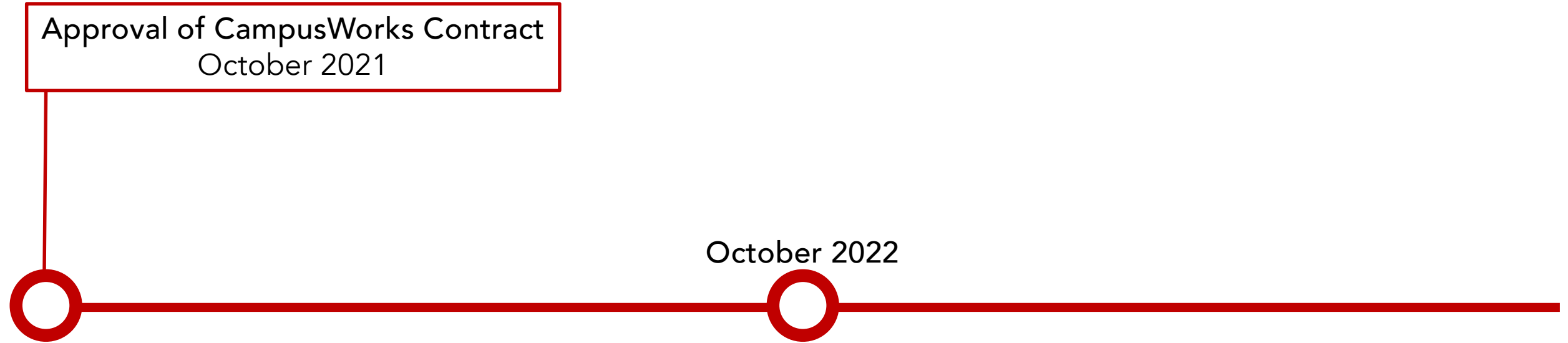
Strategic Investments: Student Experience

Board of Trustees Meeting
October 13, 2022

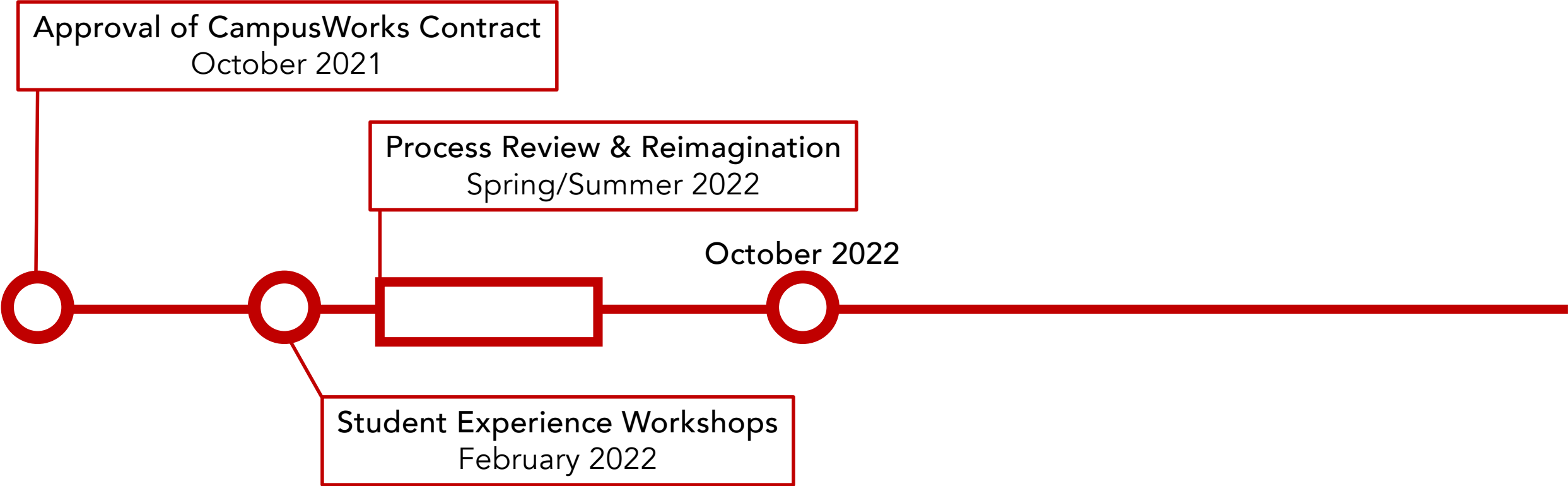
2030 Strategic Impact Plan: Goal Areas



Strategic Investments: Student Experience



Strategic Investments: Student Experience



Student Experience Statement

Valencia College will provide a transformational education exemplified by an engaging and empowering student experience, characterized by:

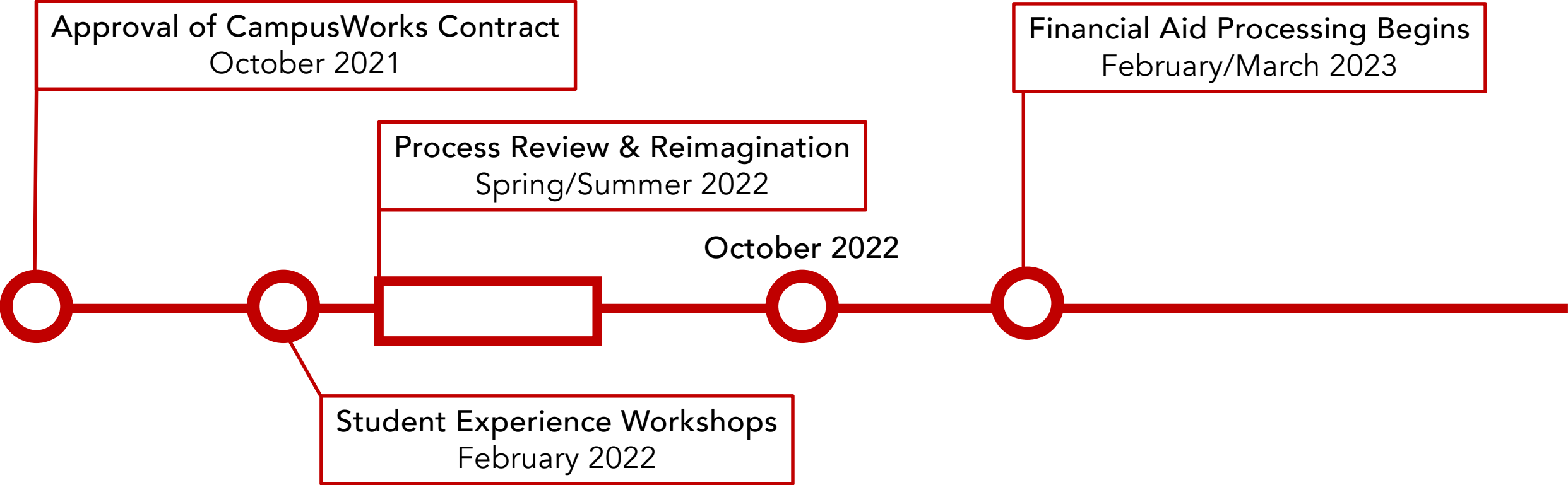
- A caring and inclusive learning community where all students feel welcomed and valued
- Encouraging faculty and staff who inspire students and guide them on pathways to achieve their personal and academic goals
- Life-changing and meaningful educational experiences that cultivate future-focused career skills
- Impactful programs that meet the needs of a diverse student body and foster equitable outcomes for all students

Student Experience Statement

Valencia's faculty, staff, and administration support this experience through:

- Personal connections and mentoring throughout the student journey from recruitment to completion
- Proactive, dynamic, and individualized communication and engagement to ensure timely support
- Integrated processes and helpful services that produce seamless student transitions
- Intuitive technology that facilitates easy access to relevant information students need to succeed

Strategic Investments: Student Experience



Strategic Investment: Financial Aid Processing

What Will Be Different for Students?

- Students will see amount of financial aid available to them in Spring.
 - Students will have greater access to Financial Aid staff for individualized support.
-

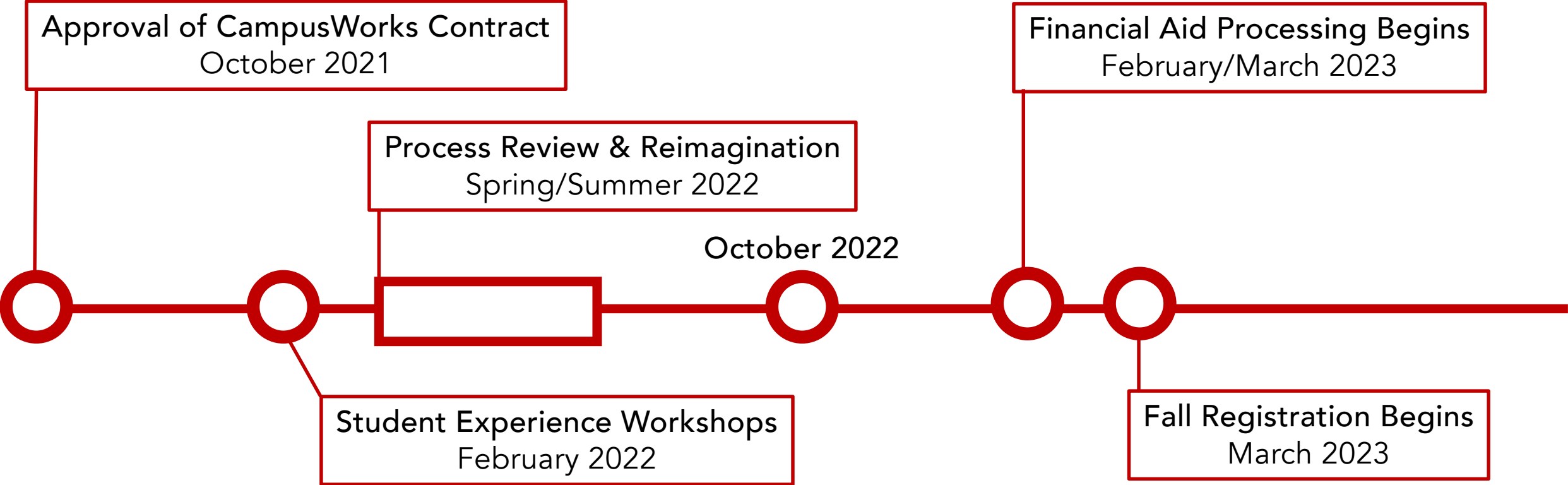
What Will Be Different for Employees?

- Staff will spend significantly less time in manual processing and be able to rely more heavily on native workflows.
 - The College will be able to install and utilize standard software updates without having to update custom scripts.
-

Requests of District Board of Trustees:

- Approval of 2023-24 Academic Calendar

Strategic Investments: Student Experience



Strategic Investment: Earlier Fall Registration

What Will Be Different for Students?

- Continuing Valencia students will be able to register for Summer and Fall classes before end of Spring term.
 - First-time-in-college students will be able to register at Valencia before graduating from high school.
-

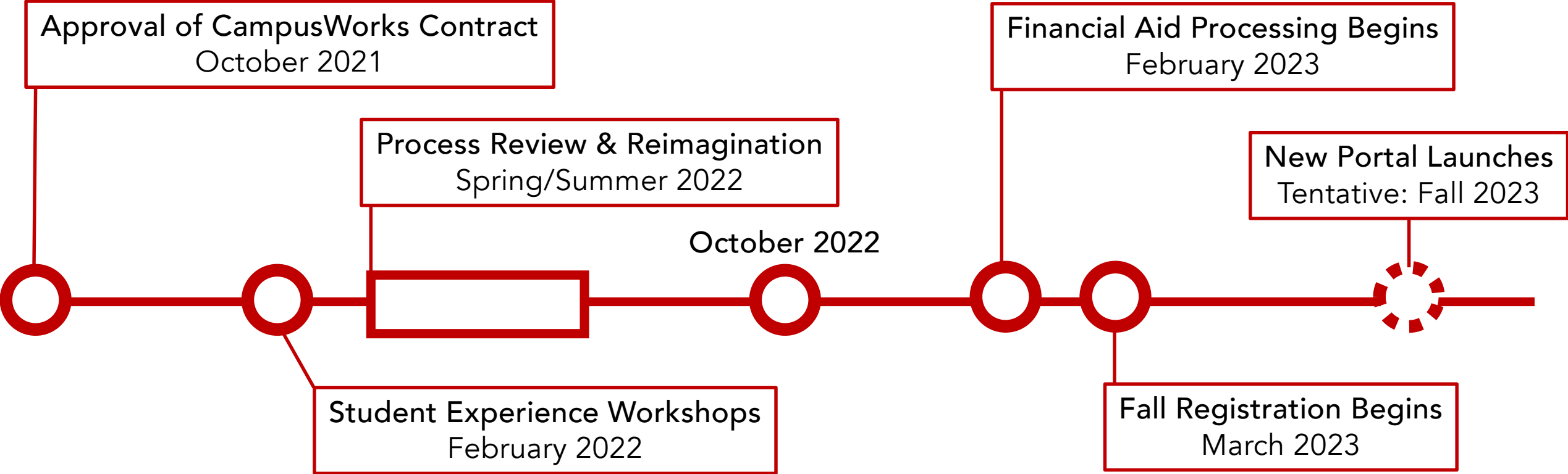
What Will Be Different for Employees?

- Advisors will have opportunity to work with returning students in Spring to plan for Summer and Fall.
 - Student Affairs employees will experience less dramatic “peaks.”
-

Requests of District Board of Trustees:

- Approval of 2023-24 Tuition (December 2022)
- Approval of 2023-24 Fees (March 2023)

Strategic Investments: Student Experience



Strategic Investment: New Portal

What Will Be Different for Students?

- Students will have access to a mobile-friendly portal to register for classes, review financial aid available, and pay balance due.
 - Students will be able see a map of progress toward their degree and easily register for next courses in recommended sequence.
-

What Will Be Different for Employees?

- Employees will receive fewer requests for “transactional” information, allowing for greater opportunities for proactive outreach to students.
 - The app will allow for more streamlined communication with students.
-

Requests of District Board of Trustees:

- Approval of acquisition of portal software (Spring 2023)
- Approval of DegreeWorks optimization support (Spring 2023)

2030 Strategic Impact Plan: Goal Areas

