Non-traditional No More:  
Policy Solutions for Adult Learners  

Student Services Working Group  
Agenda

LeRoy Walser, facilitator

A  Work Session 9:45 to 11:45 am

1. Greetings
2. Review grant defined tasks we need to do and identify products that we need to develop. Refresh our understanding of the gaps from the Cursory Gap Analysis.
3. Review the vision and mission for this project, and begin to develop our own vision for student services.
4. Review and agree on a common definition of “Non-traditional Student” and “Ready Student.”
5. Agree on a general statement that describes the output expected from this project, specifically for Student Services.
6. Do an **Affinity Diagram** (this is work, folks) that will help us to identify what keeps us from (perceived blockages and barriers) achieving the defined output, and places items discovered from attendees into like groupings. (Verbal instructions from the facilitator)

B  Break 11:45 – 12:00

C  12:00 to 1:00 Lunch

D  1:15 to 3:15 Working Session (Pens and Sticky Tabs are available at your seats)

1. Assure that all products from previous activities, including from the working lunch, are recorded and placed in proper categories and defined appropriately.
2. Accomplish a **Relationship Diagram** to identify root drivers to expedite accomplishment of project outcomes.
3. Use the **Sun Scope** (Mind Map) tool to identify specific actions that must be done to prepare for the arrival of many Ready Learners on your campuses.
4. Develop, or refine, goals and objectives from this information.
5. Identify what areas are under the control of Student Services, and what are under control of some other campus or system-wide entity.
6. Identify preliminary measures we might use and data we need collected, so in the future we will know what we have done and how well we have done it.
7. At 3:15 we will begin the process evaluation for this day’s work. We will use the **Plus / Delta** chart to review what we have learned, how we feel about what we have captured, and to project what we yet need to do for next steps.

E  3:15 to 3:30  Break

F  3:30 to 4:30  Closing Session

G  4:30  Adjournment, last minute details, etc.