

OVERVIEW OF THE TOOLKIT

This toolkit was designed to support institutions at many different stages of planning or implementing an integrated student support approach. Thus, while the chapters of the toolkit could be used in a chronological order, each chapter can also be read as a stand-alone document for institutions that need support in one particular component of the work. Here is a brief overview:

Chapter	Value Description	Page
CHAPTER 1: UNDERSTANDING THE INTEGRATED STUDENT SUPPORT APPROACH	Comprehensive overview of an integrated student support approach. Will help orient team members to the work and inform communication to the campus community.	8
CHAPTER 2: BUILDING YOUR GUIDING TEAM	Evidence-based guidance on the structure and composition of the teams that effectively lead and support the reform approach.	15
CHAPTER 3: INTEGRATED STUDENT SUPPORT DISCOVERY PROCESS	Tools and tips to ground the team in a deep, common understanding of the existing advising and student support model. Provides an approach for identifying service gaps and areas of focus for the student support redesign.	20
CHAPTER 4: ASSESSING AND IMPROVING READINESS	A discussion and reflection guide that complements any related readiness assessment selected by the team. Includes additional recommended readiness assessments.	36
CHAPTER 5: PLANNING FOR ACTION	Tips, templates, and activities that you can use to structure a planning period that will result in a strong plan of action, guided by your student-focused vision.	39
CHAPTER 6: CRAFTING A COMMUNICATION STRATEGY	Templates and a guide to focus your discussions and prompt consideration of all variables in developing a communication strategy.	44
CHAPTER 7: DEVELOPING A TRAINING & PROFESSIONAL DEVELOPMENT STRATEGY	Tips and templates to guide the creation of a plan for the training and professional development of staff, faculty, and students necessary for the successful adoption of your integrated student support approach.	50
CHAPTER 8: TRACKING PERFORMANCE & IMPACT	Practical worksheets, instructions, and examples to help institutions plan and execute ongoing, effective performance tracking of your integrated student support approach.	55
CHAPTER 9: REFINEMENT	Guidelines, tips, and tools for a strong refinement and scaling discussion.	65
APPENDICES	Supplemental resources related to facilitation skills and technology implementation.	68