

---

## WCCE Student Integration Task Force Operating Guide

### *Task Force Charge*

The Student Integration Task Force leads the alignment of Workforce, Career, and Community Education (WCCE) student services, enrollment, and support processes with HCC's credit-bearing student experience. This group focuses on creating seamless systems, access to resources, and communications that reflect a unified college environment for all students.

### *Primary Objectives*

- Develop a unified enrollment process for WCCE students
- Integrate WCCE student tracking into institutional CRM and SIS systems
- Expand access to advising, academic support, and campus resources for WCCE students
- Build a targeted student communication and engagement strategy
- Remove barriers between credit and non-credit pathways where appropriate

### *Key Milestones*

- May–June 2025- Assess current WCCE enrollment, tracking, and student support processes
- May–July 2025- Complete CRM Recruit integration design and Colleague/Banner coding standards
- August 2025 Systems Readiness Checkpoint (CRM/Colleague updates operational)
- September 2025- Launch referral system for advising and targeted WCCE communications
- October 2025- Expand access to embedded tutoring and academic support for WCCE students
- December 2025- Finalize ongoing communication and engagement plan for WCCE students
- March 2026- Conduct first full evaluation of WCCE student tracking, engagement, and retention outcomes
- Jul 2026–Mar 2027- Institutionalization Phase: Fully integrate WCCE student support into HCC services, document workflows, and transition to ongoing governance

### *Change Management Focus*

- 
- Foster ownership across academic and student services teams for supporting WCCE students
  - Train front-line staff, advisors, and support teams on WCCE enrollment and support pathways
  - Build feedback and adjustment loops into enrollment, advising, and engagement systems
  - Shift perception of WCCE students as fully integrated HCC students across the institution

#### *Dependencies*

- CRM Recruit and Colleague/Banner system updates must be completed before full student service rollouts
- Referral system must be ready before launching expanded advising supports
- Evaluation of outcomes must precede finalization of long-term resource commitments

#### *Reporting & Escalation Path*

- Reports to: WCCE Steering Committee
- Escalates to: Senior Leadership Team through WCCE Steering when institutional resources or policy changes are needed

#### *Participation Expectations*

- Biweekly meetings from April 2025 to December 2025; monthly thereafter
- Active participation in system integration testing and service alignment workshops
- Engagement with marketing, advising, and student support teams to design communication and service models
- Contribution to evaluation and continuous improvement planning