Anatomy of Integrated Support for Student Success

Strengthening Student Success Conference

October 11, 2019

9 a.m. - 2 p.m.

CLP | Career Ladders Project

CLP Team

Luis Chavez
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Director

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About Career Ladders Project

We promote equity-minded community college redesign.

We collaborate with colleges and their partners to discover, develop, and disseminate effective practices. Our policy work, research, and direct efforts with colleges lead to system change — and enable more students to attain certificates, degrees, transfers, and career advancement.

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Learning outcomes

- Consider the extent to which student services and counseling redesign is a priority for your own college.

- Learn how other CCCs are reimagining counseling and student support structures and practices.

- Synthesize the learnings of the day and prioritize actions to take based on the learnings.

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Panelists

Angelica Garcia
Vice President of Student Services
Skyline College

Val Martinez Garcia
Vice President of Student Services
West Hills College Lemoore

Amy Nevarez
Dean, Counseling and Student Support Programs
Chaffey College

Cynthia Olivo
Vice President of Student Services
Pasadena City College

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Agenda

- Welcome and Intros
- Our Guiding Community Principles
- What do we mean by integrated Student Supports?
  - Panel (Round 1)
  - Discussion and Share out
- Reimagining of Counseling (structure and practices)
- Lunch
- Panel (Round 2)
  - Discussion and Share out
  - Application and Discussion
- Wrap up and closing

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Our guiding community principles (norms)
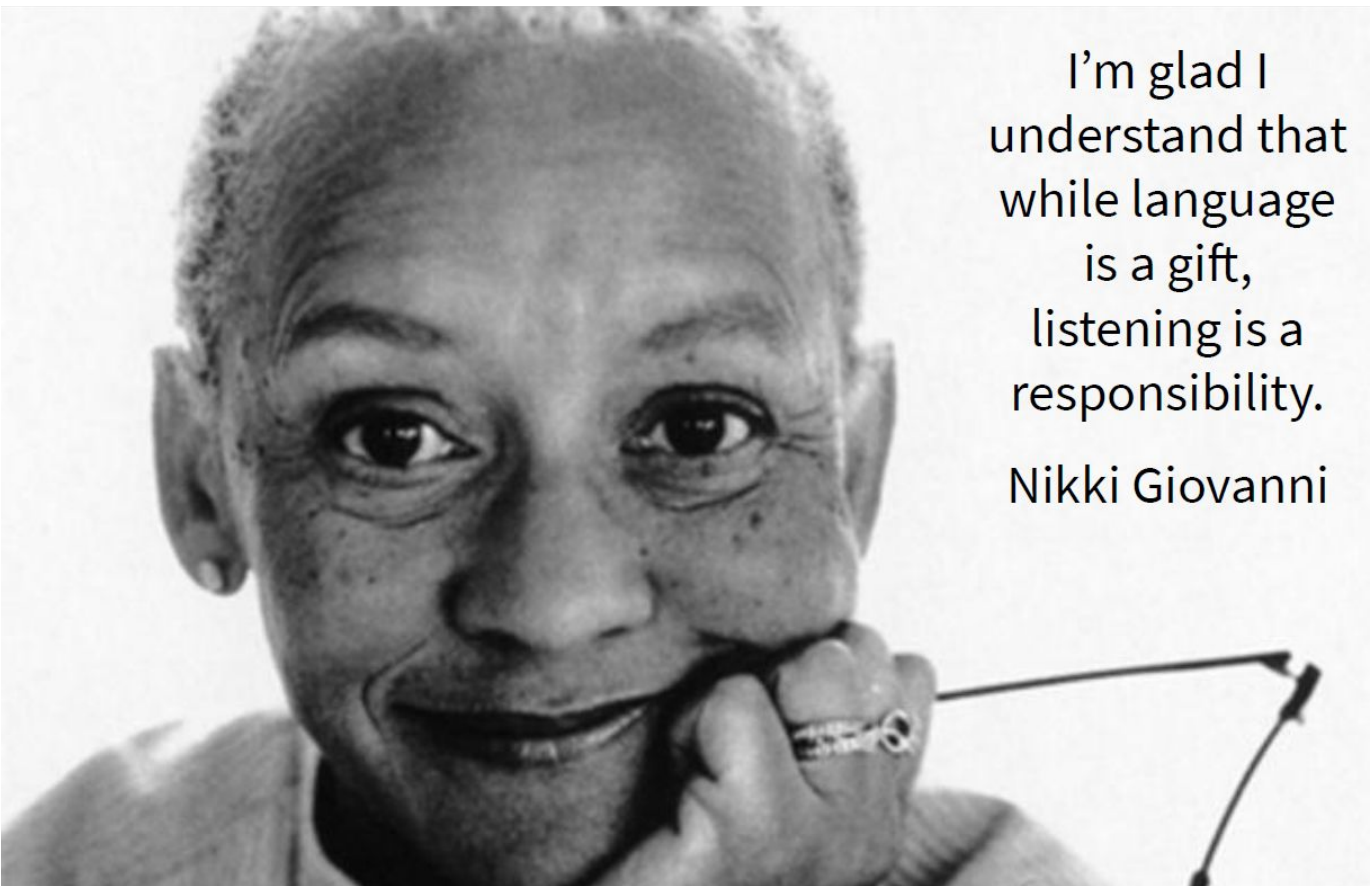
I'm glad I understand that while language is a gift, listening is a responsibility.

Nikki Giovanni

Listening to (RE) Connect to Our Purpose

The Art of Conversation

Behaviors that help take conversation to a deeper realm:

- We acknowledge one another as equals

- We try to stay curious about each other

- We recognize that we need each other's help to become better listeners *and to act with more courage*

- We slow down so we have time to think and reflect

- We remember that conversation is the natural way humans think together

- We expect it to be messy at times

Margaret Wheatley, *Turning to One Another:*
Simple Conversations to Restore Hope for the Future

Introductions

Table Introductions and brief discussion

- Name
- Role
- College

Discussion topics:

- Where is your your campus transformation (Guided Pathways) work?
- How is your college integrating student support in its GP transformation?

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Integrated Student Support Design Guide

- Profiles of California Community Colleges

- Lifting up best practices

- Showcasing strategies that show positive outcomes

- Content and structure beta-tested in print late Fall, early Spring

- Web-based guide development Spring 2020

Interested in beta-testing?
Contact Michelle Simotas
msimotas@careerladdersproject.org

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GUIDED PATHWAYS DESIGN GUIDE

INTEGRATING STUDENT SUPPORT

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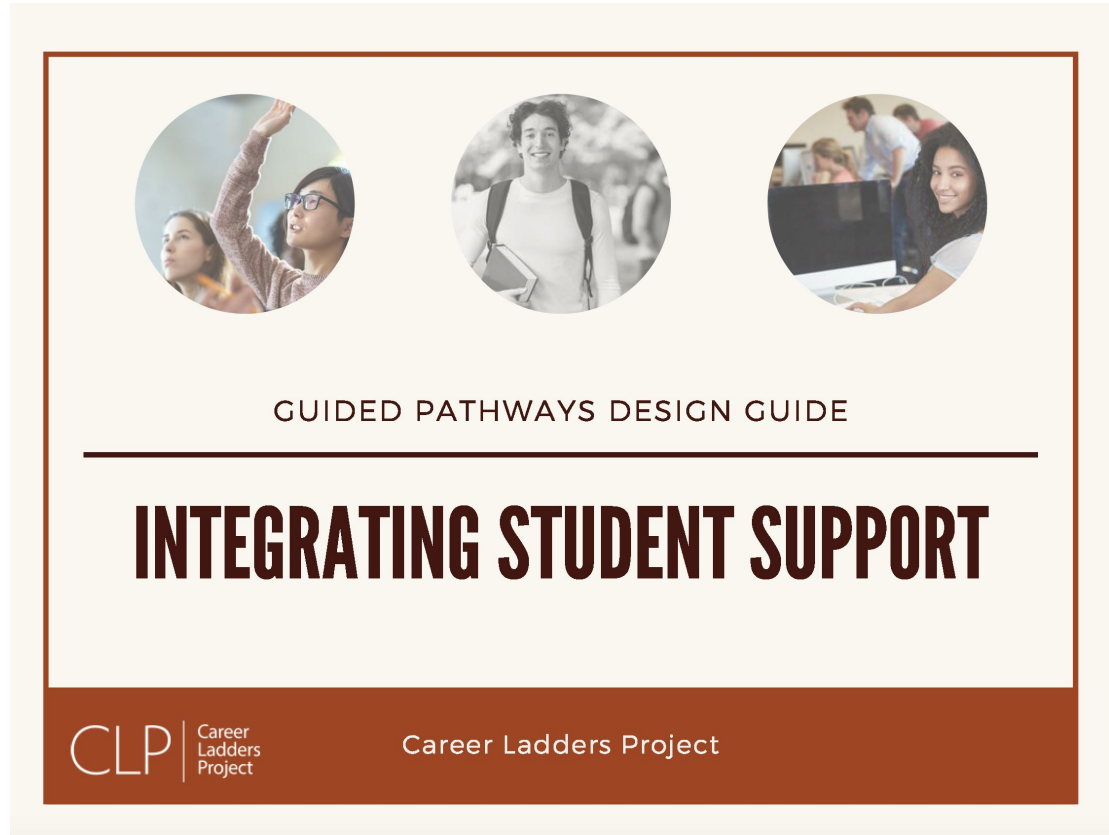
Integrated Student Support Design Guide

In each unit:

- What do we mean by...

- Guiding Principles

- Key Components

- 4 college profiles

- A Guide to Getting Started

  - Look around: self-assess

  - Gather data

  - Gather your team

  - Sample activities
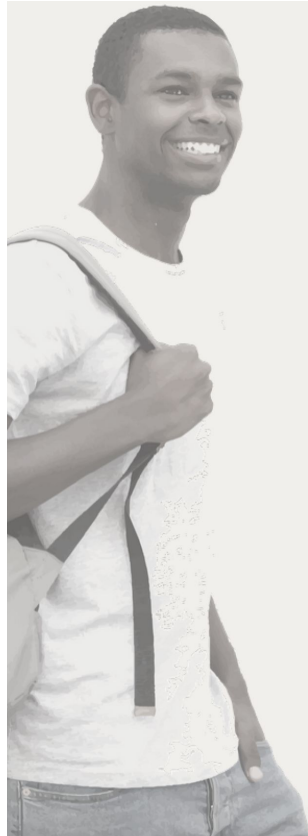
TABLE OF CONTENTS

UNIT ONE
The What & Why

UNIT TWO
Onboarding

UNIT THREE
First Year Experience

UNIT FOUR
Re-Imagining Couseling Structures & Practice

UNIT FIVE
Integrating Career Exploration from Onboarding to Exit

UNIT SIX
Building Student Support Systems from Second Year to Completion

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What do students experience when they are new to college?

For many students, stepping onto a college campus for the first time is a similar experience to traveling to a country where they don't speak the language and the customs are so different from their own that they know they've already done something wrong by the way someone looked at them at the airport when they were trying to find a cab.

- "You need to complete the *FASFA* before I can help you."
- "Go to *CCCApply* and it will lead you to *FASFA.*"

How can we help students to feel connected and supported?

Enter the hostel host who greets you with overwhelming warmth, providing:

- *Comfort*
- *A home base*
- *A sense of belonging*
- *A place to feel connected*

Rather than send you out into the city to find what you need, the host brings someone to you.

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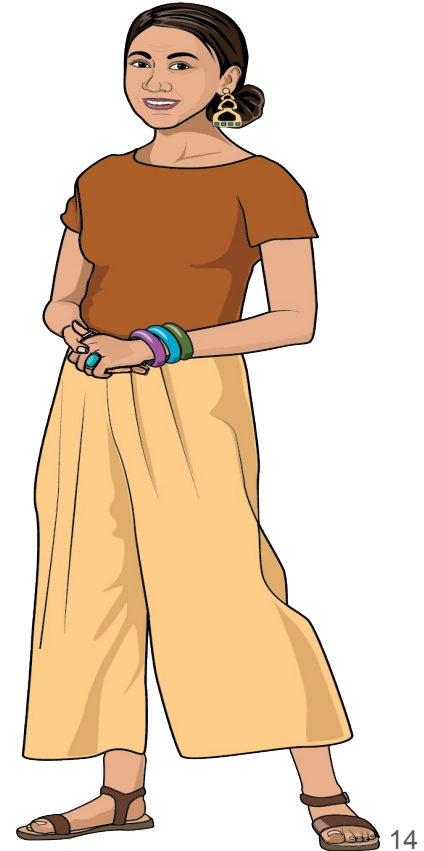
How can we help students to feel connected and supported?

How can this thinking be applied to Community College Student Supports?

- What if community colleges operated more like the international hostel host?

- What if when a student walked through the door our first effort was to make them feel welcome and comfortable?

- What if we never sent them away to look for something somewhere on campus that to us is very familiar, but to them we might as well be talking about a remote building on an obscure street in a city where nobody speaks their native language?

- What if we made more of an effort to bring the services to them

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What do we mean by integrated student supports?

- Integrated student supports provide a seamless connection between student support resources and the student no matter where they are on their educational journey.

- When student support resources are fully integrated into the student's experience of the college, students are proactively supported from outreach to completion.

- Integrated student supports highlights that student success is everyone's responsibility.

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Community builder (Humans First)
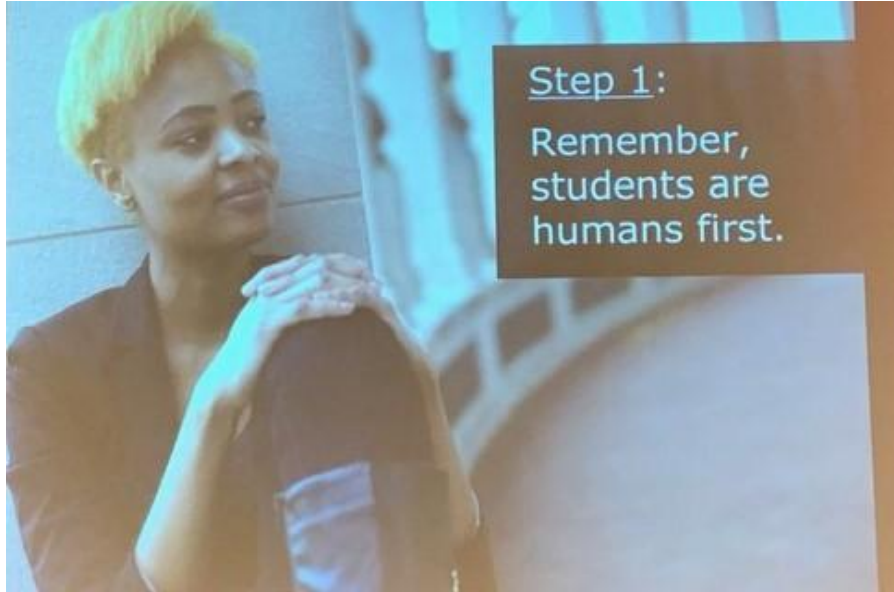
Dr. Sara Goldrick-Rab, SSSC' 2019

Think about a time when you were made to feel welcomed, when you felt connected to the place or space you walked into…

Write on the person cut-out a word or phrase to represent that experience, place or space that came to mind.

Share 1min version of that experience at your tables.

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Panel Round 1

Question 1

How can colleges ensure this work is centered on equity and clearly addresses the needs of students of color, first-generation students, and low-income students?

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Panel Round 1

Question 2

How does a comprehensive redesign of key supports strengthen and build effective orientation, maintain momentum, and ensure completion?

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Q&A

Redesigned student supports guiding principles & practices

- **Onboarding**
  - **Guiding Principles:**
    - Early Connection
    - Customized Approach
  - **Key Components:**
    - Pre-registration meeting or event
    - An orientation to the college, the culture, the technology, and the campus
    - Early guidance on how to be successful in college classes
    - Connection to resource centers and mentor programs
    - Connection to a person at the college who can answer students' questions or knows who can
    - Career and academic exploration

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Redesigned student supports guiding principles & practices

- **First-Year Experience**

  - **Guiding Principles:**
    - Connection
    - Empowerment
    - Shared experience /Community-building
    - Exploration

  - **Key Components:**
    - Student success training
    - Equity-minded classroom practices
    - Embedded support, early alert
    - Transition support
    - Shared experiences

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Redesigned student supports guiding principles & practices

- **Re-imagined Counseling Structure**
  - **Guiding Principles:**
    - Customized approach
    - Team approach
  - **Key Components:**
    - Student success team
    - Student support triage
    - Preparation for counseling meetings
    - Faculty advisors
    - Student mentors
    - Early alert systems

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Process Table Activity

- **Table Instructions:**
  - Reflect on the 3 prompts individually (3 mins)
  - Decide which prompts below to discuss (2 mins)
  - Discuss (20 mins)
  - Share out highlights (2 mins per table)
- **Prompts**:
  - What resonated?
  - What information/ideas can you take back to your campus?
  - What challenges/barriers do you anticipate?

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Share out

- Please share one highlight from your group discussion.

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Lunch

- We will resume at 12:00 pm

Back to Panel Round 2 -- Panelists

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Panel Round 2

Question 1

What does it take to develop clear, coordinated, and integrated student supports from pillar one through pillar four?

Panel Round 2

Question 2

How does a campus begin this deep and wide work?
How can it be maintained over the long term?

Q&A

?

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Share out

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Guided Pathways Redesign Journey Begins with Inquiry and Design

Where to begin and focus...?

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Action Planning

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Purpose: To create "detailed action steps" for your team and support delineating specific area towards building an overall brainstorm Plan.

Directions: ***Identify the collaborative goal or bucket focus area for your small group***
1. Use this form as a template to develop steps for goal area.
3. Ensure all on your team is represented and participating.
4. Once completed be prepared to present to whole group collaborative.

1) **Your goal:**

2) **Evidence of Success** *(How will you know that you are successful? What will be different?)*

Planning for Results/Accomplishments: (What will be completed when done?)

Action Steps *What Will Be Done?*	Responsible *Who Will Do It?*	Timeline *By when? (Date)*	Resources A. Resources Available B. Resources Needed (info, contacts, political & other)	Potential Barriers A. What might get in the way? B. How will these be addressed?	Communications Plan *Who is involved?* *What methods?* *How often?*
Step 1:			A. B.	A. B.	
Step 2:			A. B.	A. B.	
Step 3:			A. B.	A. B.	

Assurance of Progress *(How will you know that you are making progress? What are your benchmarks?)*
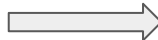
Evaluation Process *(How will you determine that your goal has been reached? What are your measures?)*

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Wrap up and concluding comments

"A journey is called that because you cannot know what you will discover on the journey, what you will do, what you will find, nor what you find will do to you."
— James Baldwin

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Thank you for joining us!

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