

Student Centered Success

Expanding the Reach and
Impact of Student Success Teams

CLP Team



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Director



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Career Ladders Project equity-minded community college redesign.

www.CareerLaddersProject.org



Agenda

- Group Activity
- Riverside Approach to Student Success Teams
- Moreno Valley College Approach to Student Success Teams
- Cerritos College Approach to Student Success Team
- Equity in Student Success Teams
- Group Discussion
- Next Steps for Student Success Teams

Who's in the Room?



What are you
hoping to learn?


Riverside City College Student Success Teams





Riverside City College Student Success Teams & Engagement Centers

Courtney Carter
Guided Pathways Coordinator
Career Center Coordinator
CTE Counselor



Agenda



- Student Success Teams Defined
- Introduction of Student Success Teams
 - Instructional Pathways
 - Pathway Engagement Centers
 - Affinity/Cultural Centers
 - Membership
 - Meeting Schedule
- Goals and Best Practices
- Wins Thus Far...
- Increasing Awareness and Fortifying Centers
- Data and Reports



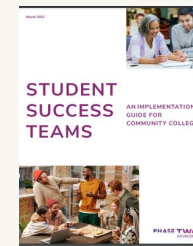


SSTs Defined...

Cross-divisional team of individuals who collaboratively engage in cohort management to support and assist a group of students from entry to completion, with a focus on equitable outcomes.

At its core, this means that a team structure:

- Identifies cohorts of students
- Assigns them to a team, and
- Provides cohort-based case management to meet students' needs in and out of the classroom in proactive and personalized ways.



8 Instructional Pathways



RIVERSIDE CITY COLLEGE

Advanced Technical Arts and Trades



RIVERSIDE CITY COLLEGE

Business, Law, and Computer
Information Systems



RIVERSIDE CITY COLLEGE

Education and Teacher Preparation



RIVERSIDE CITY COLLEGE

Fine and Performing Arts



RIVERSIDE CITY COLLEGE

Health-Related Sciences



RIVERSIDE CITY COLLEGE

Languages and Humanities



RIVERSIDE CITY COLLEGE

Social and Behavioral Sciences



RIVERSIDE CITY COLLEGE

Science, Technology,
Engineering and Mathematics

Pathway Engagement Centers

1. Advanced Technical Arts and Trades & Education and Teacher Preparation Engagement Center
2. Business, Law, and Computer Information Systems (BLCIS) Engagement Center
3. Fine and Performing Arts (FPA) Engagement Center
4. Health-Related Sciences (HRS) Engagement Center
5. Languages and Humanities & Social and Behavioral Sciences (LHSS) Engagement Center
6. Science, Technology, Engineering, and Mathematics (STEM) Engagement Center



Cultural & Affinity

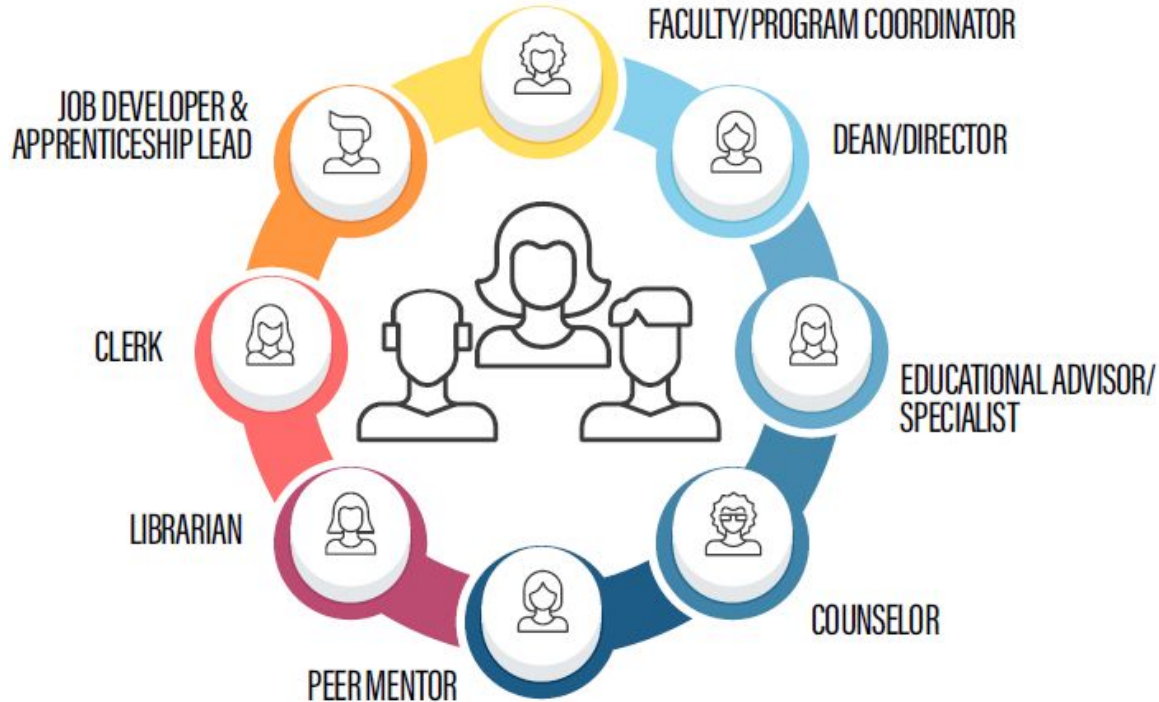
Engagement Centers

1. Student-Athlete Engagement Center
2. Foster Youth and Guardian Scholars Engagement Center
3. La Casa Engagement Center
4. Mesa Center
5. Rainbow Engagement Center
6. Umoja Engagement Center
7. Veterans Engagement Center



Membership

STUDENT SUCCESS TEAM



All SST Meeting Schedule

Summer	1 - 2 Retreats (All Teams) 1 Faculty Coordinator Meeting or Retreat
Fall	2 Regular Meetings/Trainings (All Teams) Faculty Coordinator Meetings (2x/month)
Winter	1 Retreat (All Teams) 1 Faculty Coordinator Meeting or Retreat
Spring	2 Regular Meetings/Trainings (All Teams) Faculty Coordinator Meetings (2x/month)



Goals

- Align and systemize the work of the Engagement Centers/Success Teams
- College and Community Partnerships (Communication and Collaboration)



Align the Work of the Engagement Centers/ Success Teams

- Design the Engagement Centers as key “navigation” spaces for their students
 - Where student engagement and outreach is accessible through various mediums and consistent
- Provide consistent high-quality engagement, outreach, and support across success teams/centers
- Utilize Engagement Center Toolkit across teams/centers
- Consistent monitoring and engagement between students and their counselors/ advisors (Stay on Path)
- Inclusion of Engagement Centers in Welcome Day programming

College and Community Partnerships (Collaboration & Communication)

- Strong collaborative relationships and communication between the Success Teams with:
 - Pathway Faculty/Academic Departments
 - Counseling
 - Career Center
 - Transfer Center
 - Academic Support & Student Support Services
 - Includes increasing "warm handoffs" from faculty to engagement center personnel and vice versa
- Consistent and updated information on EC webpages
 - Personnel Profiles & center contact info
 - Drop-ins (in-person and virtual with Ed Advisor/Peer Mentors)
 - Appointments (in-person and virtual with Ed Advisor by pathway)
 - Link to Engagement Center Canvas Shells
 - Link to Counseling appts. and drop-in info



EC Best Practices

- Inescapable support for students
- Clear and Updated online information
 - Success Team Profiles
- Virtual accessibility
- Caseload for Counselors & Ed Advisors
- Programming / Events
 - Open Houses
 - Transfer Application Sessions/Workshops
 - Study Jams



SST/EC Wins Thus Far...

- Increased collaboration within and across engagement centers (Align the Work)
- Provided training for EC classified professionals and Counselors on career and transfer support topics.

Continuing training and retreats each semester (Align the Work)

- Finalizing Engagement Center Toolkits (Align the Work)
- Held Open Houses and other pathway related events (Align the Work)
- Providing intentional/adequate in-person and virtual support (Align the Work)
- Success Team profiles on Engagement Center webpages (Spring 2025 - Collab/Comm.)
- Increased collaboration and partnerships with division Faculty (Collab/Comm.)
- Developing a “Guidance Map” to help students navigate support between Counselors and Educational Resource Advisors/EC Professionals (Align the Work) - (in-progress)

■■■ Increase Awareness & Fortifying Centers

- Participation in RCC Orientations
 - New Student Orientation Modules
 - Promise Program Orientation
 - Welcome Day
- Consistent Events
 - Open Houses
 - Guest Speakers
- Drop-in Counseling in the Centers
- Transfer application support
- Partnership with Basic Needs Resource Center to offer food in Pathway Centers
- Increased communication and professional development opportunities
- Increased center budgets to do the work





Data and Reports

- Engagement Center Outreach Reports
 - Identifies all students in pathway (shares POS, Ed Plan completion, etc.)
- A+ Kiosks in all Engagement Center to track student attendance/usage
- End of Semester Attendance Report (Quantitative Data)
- Exit Surveys (Qualitative Data)



QUESTIONS

Moreno Valley College Student Success Teams



Student Success Teams & Engagement Centers

*Presenter: Deanna Murrell
Counseling Faculty*



STUDENT
CENTERED



EQUITY
FOCUSED



EMPOWERING



INCLUSIVE AND
TRANSPARENT



COLLABORATIV
E

MVC GUIDED PATHWAYS DESIGN PRINCIPLES

FIELDS OF INTEREST



Arts, Media, and Design



Business



**Communications, English,
and Languages**



Health Sciences



Public Safety



Social & Behavioral Sciences



**Education & Child
Development**



**History, Humanities, and
Philosophy**



**Science, Technology,
Engineering & Mathematics**

SCHOOLS/ ENGAGEMENT CENTERS

Business, Health &
Human Services

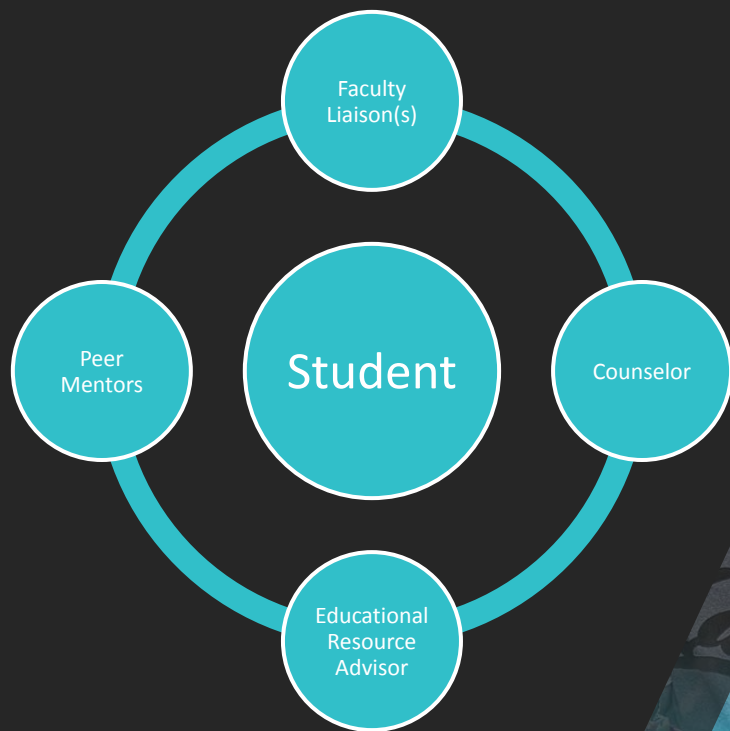
Communications,
English, & World
Languages

Humanities,
Education, Social &
Behavioral
Sciences

Public Safety

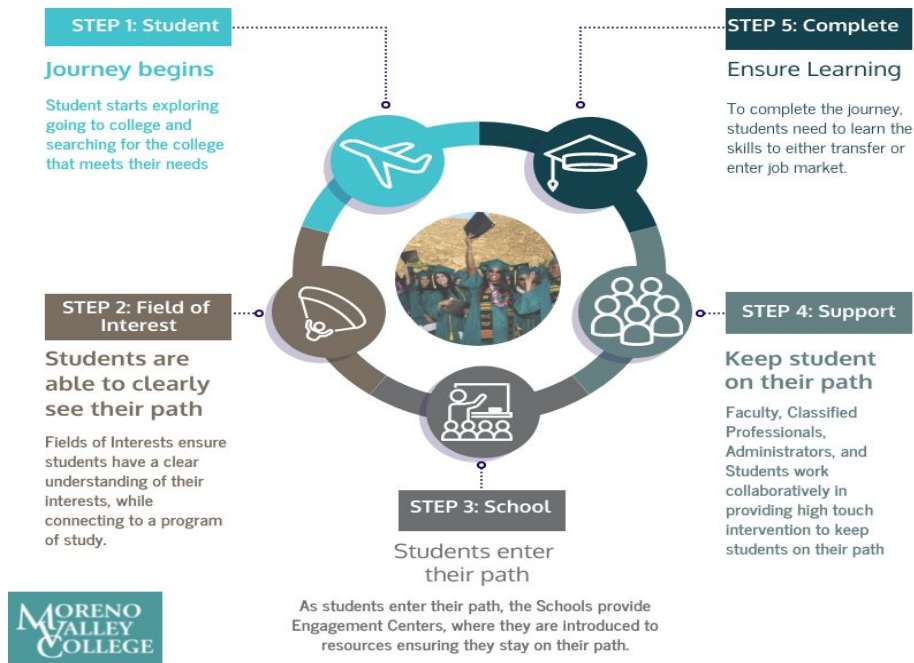
Science,
Technology
Engineering &
Mathematics

Visual &
Performing Arts



HOW IT ALL COMES TOGETHER

To ensure successful completion of each student journey, each part discussed today will need to come together in closing the loop. The student is at the center of every decision. The following image shows the importance of each piece to ensure student learning and completion.



Student Success Team Impact/Accomplishments

- Student engagement activities, events and interventions
- Increased application conversion (applied to enrolled)
- Embedded mental health and wellness services
- Faculty office hours held within Engagement Centers
- Student Surveys
- Expanded services
 - Saturdays
 - Evenings

Engagement Centers Areas For Enhancement

- Development of branded identity for academic schools
- Enhance programming and funding
- Enhance wayfinding and signage of areas
- Ongoing development of hybrid and extended services
- Launch Holistic Onboarding redesign
- Scale data informed case management (technology)
- Student centered language
- Increase Student Success Teams collaboration
- Assess impact of student success teams and engagement centers

RCCD DISTRICT ALIGNMENT GOALS

- Institutionalize equity practices
- Enhance student support and case management
- Improve Guided Pathways integration
- Unify data and reporting structures
- Expand and strengthen educational partnerships



QUESTIONS AND ANSWERS

Cerritos College Student Success Teams





CERRITOS
COLLEGE

Learning and Career Pathways (LCP)



Hi... My Name is...

Dr. Eliza Hoyos Vences
she/her/ella

Dean of Counseling
Cerritos College

Dr. Chelena Fisher
She/her/hers

Counselor/Associate
Professor/Department Chair
Cerritos College



It starts with ONE

2019-2020 Foundation

Pilot Program

- Instructional dean
- General Counseling faculty 2 full time faculty
- Students within the now Arts, Humanities, and Communication majors
- Milestone Calendar



One is the loneliest number

2020-2021 Growing



Learning & Career Pathways

- Discussing what other campuses were doing with MetaMajors
- Naming process of our Guided Pathways
- Student involvement- with labeling each pathway
- Listening sessions and data
- Development of 8 LCPs

Success Team Membership

- Instructional dean(s)
- General Counseling faculty (at least one full-time academic counselor)
- Instructional faculty as general faculty reps
- Success coach
- Data Coach (pilot)

We're all in this together

2021-2022 Building Steam



Learning & Career Pathways

- Reviewing Data as teams
- Implementing technology and software to support
- Soft hand offs with LCPs
- Listening sessions (faculty and staff) of what LCPs are and how they are beneficial

Success Team Membership

- Instructional dean(s)
- General Counseling faculty (One within Major, Career, Transfer)
- Instructional faculty as general faculty reps
- Success coach
- Data coach
- Academic support rep (from the Success Center)
- Social work graduate student intern



Defying Gravity

2022-2023 Doing the Thang



Clarified Roles

- Established lead role
- Clarified faculty rep role
- Deepened Data Coach connection to just-in-time support



Set Clear Goals

- Increase retention
- Increase persistence
- Integrate LCPs into the Student Experience



Identified Needs

- Define data to support just-in-time support
- Deepen connection between Early Alert & teams
- Integrate into onboarding activities



Are you down with LCP???

2023-2024 Progress

Clarified Roles

- Refining what LCP means at Cerritos
- Reviewing data, looking at trends
- Development of Quartet- Academic Dean(s), Academic Faculty, Counselor
- Workshops to campus faculty about LCPS
- LCP Sponsored Events
- [Music Video](#)



Back at One 2024-2025 How it's Going

Learning and Career Pathways

- Promotional Giveaways
- Connected conversations
- Reviewing Data
- Welcome Days
- Welcome Letters
- Repeat
- Reviewing where we are and where we are going
- New Programs – BA degree



Shine Bright like a diamond

2025- 2026 To infinity and beyond



Exploration &
Discovery



Applied Technology
& Skilled Trades



Arts, Humanities, &
Communication



Business, Accounting
& Law



Education & Human
Services



Health Sciences &
Wellness



Science, Engineering,
& Math



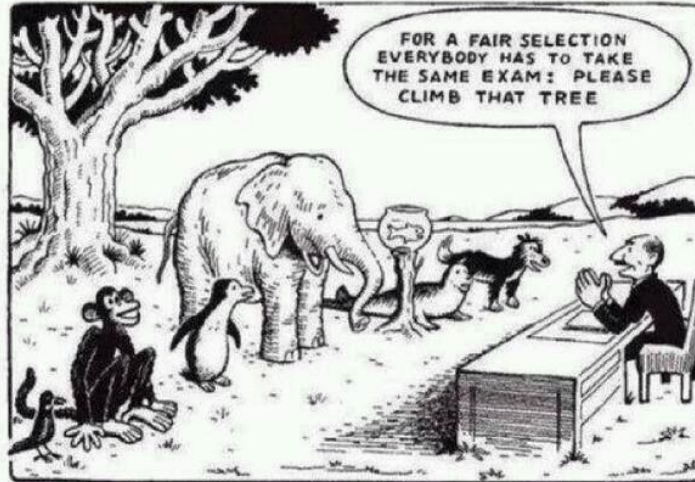
Social & Behavioral
Sciences

YOU DOWN WITH ECP?
YEAH YOU KNOW ME!

Yeah you know me

Equity Embedded Student Success Teams

CULTIVATING EQUITY MINDED STUDENT- CENTERED TEAMS



Our Education System

Everybody is a genius. But if you judge a fish by its ability to climb a tree, it will live its whole life believing that it is stupid.

CREATING AN EQUITY PHILOSOPHY

1. What social group identities most shape how you lead in your professional role? What identity(ies) do you think about most often in your professional space?
2. What personal strengths and talents make you an effective professional in your role?
3. What community gifts, cultural wealth, funds of knowledge, do you bring into your professional role?
 - a. Tarra Yosso's community cultural wealth
 - b. Gina Garcia's Liberatory Pedagogy
 - c. ESCALA—servingness
4. What do you value most?
5. What are your DEI intentions?

Which of these Equity Values for Student Engagement resonate with you?

- **Create greater inclusion.**
- **Leave people feeling whole.**
- **Do no harm.**
- **Deepen learning and growth.**
- **Meet the people “where they are” without judgement.**
- **Relate into the person; connect with them.**
- **Create space to be honest, authentic dialogue.**
- **Model the social justice behaviors you espouse.**
- **Create space for the other person to express their feelings, perceptions.**
- **Deepen understanding across difference.**
- **Identify the deeper issues fueling the feelings, perceptions and behaviors of others.**
- **Create safety for the expression of differing viewpoints.**
- **Treat others with respect and dignity.**
- **Support people to disagree with each other in respectful ways.**
- **Model the effective recovery skills after making an inappropriate comment or when your behavior results in negative impact.**
- **Re-establish credibility with the person/group.**
- **Identify inappropriate behaviors and explore the negative impact.**
- **Interrupt unproductive, inappropriate behaviors and group dynamics.**
- **Take time to “gather oneself”, navigate personal emotions, gain perspective.**
- **Build a “bridge” and a connection with the other person.**
- **Encourage identity development and growth.**
- **Demonstrate compassion and empathy.**



Professional Strengths



List of VALUES

Accountability
Achievement
Adaptability
Adventure
Altruism
Ambition
Authenticity
Balance
Beauty
Being the best
Belonging
Career
Caring
Collaboration
Commitment
Community
Compassion
Competence
Confidence
Connection
Contentment
Contribution
Cooperation
Courage
Creativity
Curiosity
Dignity

Diversity
Environment
Efficiency
Equality
Ethics
Excellence
Fairness
Faith
Family
Financial stability
Forgiveness
Freedom
Friendship
Fun
Future generations
Generosity
Giving back
Grace
Gratitude
Growth
Harmony
Health
Home
Honesty
Hope
Humility
Humor
Inclusion
Independence
Initiative
Integrity

Intuition
Job security
Joy
Justice
Kindness
Knowledge
Leadership
Learning
Legacy
Leisure
Love
Loyalty
Making a difference
Nature
Openness
Optimism
Order
Parenting
Patience
Patriotism
Peace
Perseverance
Personal fulfillment
Power
Pride
Recognition
Reliability
Resourcefulness
Respect
Responsibility
Risk-taking

Safety
Security
Self-discipline
Self-expression
Self-respect
Serenity
Service
Simplicity
Spirituality
Sportsmanship
Stewardship
Success
Teamwork
Thrift
Time
Tradition
Travel
Trust
Truth
Understanding
Uniqueness
Usefulness
Vision
Vulnerability
Wealth
Well-being
Wholeheartedness
Wisdom

Write your own:



Diversity, Equity, Inclusion, Social Justice Intentions:

- Practice cultural humility.
- Engage in reflective practice by asking “What did I learn from this?” “How can I grow from here?”
- Articulate a vision of the world you want to see and share with others.
- Ensure your workspace is emotionally safe for learning and healing.
- Cultivate an inclusive curriculum for courses, and inclusive practices for service.
- Commit to experiencing people, not populations. Acknowledge individuals and their experiences.
- Interrupt systemic bias. Use practical strategies to address exclusion in the moment.
- Create space for honest, authentic dialogue.
- Model the social justice behaviors that you espouse.
- Listen to diverse voices—and bring them in if they are not present.
- Decolonize your organizational practices, policies, procedures, curriculum.
- Integrate equity practices and activities across all committees and academic initiatives.
- Develop a coalition of allies, advocates, supporters.
- Develop guidelines for inclusive language.
- Look for opportunities to engage in advocacy.
- Acknowledge that silence is collusion.
- Resist giving in to resistance to equitable institutional change.
- Foster open communication.
- Promote work-life balance.
- Be the voice in the room.
- Encourage identity development and growth.
- Familiarize yourself with the context—past and present.

TEMPLATE FOR STUDENT SUCCESS TEAM EQUITY STATEMENT

As a _____ (identity),
who is a _____ (professional role),
my equity values are _____ (personal strengths,
values, and talents).

My strengths and gifts for equity are _____
(personal strengths, community gifts, cultural wealth, funds of
knowledge).

My aligned intentions are _____ (intentions as an equity
advocate).

I hope my equity impact will be: _____.

QUESTIONS AND CONTACT INFO.



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Questions and Next Steps

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Thank you!



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