

# **Moving Student Supports Online:** *Student Success Teams in a Virtual World*

## *Webinar Series*

Wednesday, May 27th

3:30 p.m. - 4:30 p.m.



# Asking questions & sharing ideas

Use the [chat function](#) on zoom to type your question.

- If you have a **question for a panelist** indicate the program before your question. ex: *COLLEGE NAME How do you....?*
- If you have an **approach** you'd like to share, let us know in the chat. ex: *"IDEA I (Your name) have an approach to the question regarding...."*
- If you have a **tech issue** use the following notation: *"TECH I can't hear."*

# Student Supports Webinar Series team



[Luis Chavez](#)

Senior Director



[Julian West](#)

Director



[Sia Smith-Miyazaki](#)

Director



[Cristina Sandoval](#)

Program Associate

# Career Ladders Project Mission and Vision

**Our mission is to promote equity-minded community college redesign.**

CLP collaborates with community colleges and their partners to build capacity for equity-minded redesign. We research, demonstrate, and elevate promising practices. And, based on our work, we offer policy recommendations to help advance student-centered reform.

# Welcome!

The purpose of this webinars is to discuss:

- Delivering equitable support services at each step of the student's journey.
- Building on and expanding college redesign and guided pathways.
- Supporting practitioner exchange and learning.
- Keeping focus on student needs, engagement and equity.

**Video, slides and links will be shared**

# Success Team Questions to Consider...

## Students:

How are we engaging students to be a part of our success teams?

## Faculty:

What is the role of Faculty in success teams?

## Equity:

Are we impacting equity with our success teams?

# Today's Webinar Speakers

*"Student Success Teams in a Virtual World."*



**Dr. Patricia Avila**  
Professor of Counseling  
Riverside City College



**Byron Reaves**  
EOPS Counselor  
Santa Rosa Junior College

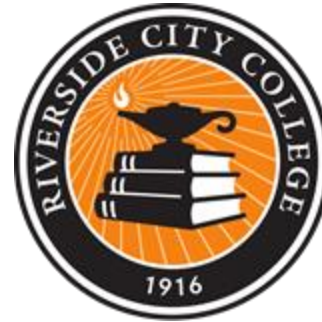


**Armando Trujillo**  
Educational Advisor  
for Veterans  
Bakersfield College



## **Dr. Patricia Avila**

Professor of Counseling  
Riverside City College





# Riverside City College

## *Engagement Centers*

### **Mission**

The academic engagement centers serve a diverse population of students throughout their educational journey by providing access to learning resources that foster student success. The centers provide community building and a sense of belonging within the students' identified instructional pathways and empower them to be active participants in their education.

# Riverside City College

1. Languages, Humanities, Social & Behavioral Sciences
2. Career & Technical Education: Advanced Technical Trades, Business and Information Systems, and Education and Teacher Preparation
3. Fine & Performing Arts: Visual, Performing, and Creative Arts
4. Science, Technology, Engineering, & Math
5. Nursing : Health Related Sciences

# Riverside City College

## Student Success Team

- Center Coordinator
- Counseling Faculty
- Faculty Leads
- Educational Advisors
- Peer Mentors
- Tutors

## Services

- Counseling
- Tutoring/SI sessions
- Faculty advising
- Success Workshops
- Financial Aid support
- Collaboration Opportunities

# Riverside City College

## *Challenge: How do we engage faculty?*

- Meet & Greet sessions
- Faculty Office hours
- Workshops

## **IDEA: LHSS Faculty Prototype Student Referral Program**

- Identify students who were not engaging in class/assignments
- Utilize counseling as an outreach & intervention

# Riverside City College

## *Lessons Learned*

- Start earlier & Pivot Intentionally!
- Close the loop- update faculty of outcome
- Make multiple calls and call in evenings
- Track data

*Write your questions in the chat box and we will read them aloud*

# Questions?



## **Byron Reaves**

EOPS Counselor

Santa Rosa Junior  
College



# Santa Rosa Junior College

## *Student Success Team*



# Petaluma Campus



## WELCOME

- Spring/Summer Outreach
- Summer Communication
  - Success Team Welcome Email
  - Success Team Phone Call
- Welcome Day Invitation
  - Dean's Letter
- Welcome Center Assistance
- Lead Welcome Day Activities
- Summer Fall/Classroom Visits

## GUIDE

- Student Success Coaching
- Monthly Theme Campaign
- Early Alert Follow Up
- Matriculation Step Follow Up
- App Notifications
- Student Success Website
- Faculty Referral Follow Up
- Career Exploration Tools

## ENGAGE

- Student Success Midterm & Finals Jam
- Group Discussions
- Student Success Workshops
- Student Success Team Contest
- Participation in campus events

# Mission

Guide students through the steps of successful enrollment, help troubleshoot any potential roadblocks to success, assist with early alert intervention, and connect students with campus activities and resources.

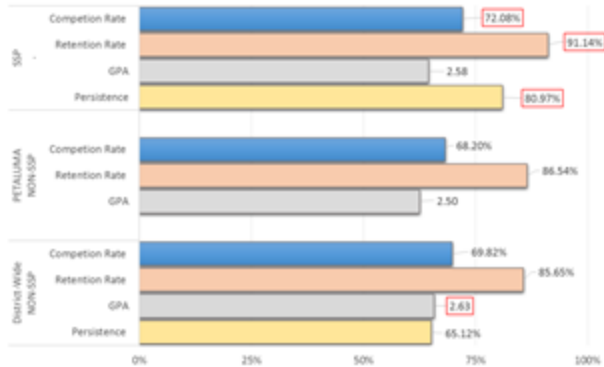
# Goals

- SSSP: Completion of Matriculation/Success Steps

## **BUT LARGER GOALS**

- Course Retention
- Course Success
- Address Equity Gaps
- Persistence & Completion

### Student Success Program: Course Outcomes 2016-17 - Hispanic Students



### 2018-19 Student Success Team Outcomes

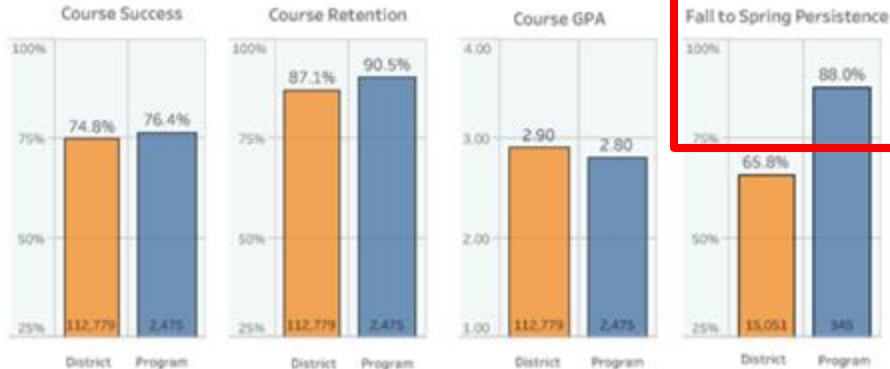
ALL	Population Proportion	Matriculation Status			Fall to Spring Retention	Course Success		Course Retention	
		None	Partial	Full		Fall	Spring	Fall	Spring
District	100%	4.0%	21.4%	74.6%	71.0%	71.7%	72.8%	86.5%	86.6%
District w/o PET	100%	4.7%	22.2%	73.1%	69.7%	71.7%	72.7%	86.5%	86.6%
PET	100%	0.9%	18.0%	81.2%	76.2%	71.8%	73.4%	86.6%	86.6%
All Coached	100%	-	13.8%	86.2%	90.1%	72.3%	70.9%	91.1%	86.9%
1st yr Coached	100%	-	10.9%	89.1%	92.1%	72.7%	71.5%	91.4%	86.7%
1st yr not Coached	100%	0.9%	14.0%	85.1%	77.8%	68.4%	70.0%	86.9%	86.6%

## Outcomes and Student Success Team by the numbers

The District student survey combined with our Survey Monkey results show that we outperformed District averages in making students feel **welcome, guided, and engaged**.

Peer coaches touch (phone call, text, email, or coaching meeting), all first-year students once a semester, high-touch students 2-3 times a semester.

### 2017-18 Academic Outcomes



Have a question? Let us know in the chat box. Ex: SRJC how do you...

# Santa Rosa Junior College

## *Training & Scaling Up*

**2018** – Chancellor’s Higher Education Innovation Award for \$1.6M

**Late 2018** – Growth of team, including more coaches and more staffing



**2019** - Scale up and opening of Santa Rosa Campus Welcome & Connect Center and Engagement Coaches.



**2019** – NASPA Certified Peer Educator Training

# Santa Rosa Junior College Petaluma

## *Lessons Learned*

- Training, training, and more training
- Ability to pivot, anytime and always
- Connection to Faculty

*Write your questions in the chat box and we will read them aloud*

# Questions?



## Armando Trujillo

Educational Advisor for  
Veterans

Bakersfield College

**BAKERSFIELD  
COLLEGE**

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# Bakersfield College

## *Affinity Group Success Team*

- Outreach, flyers, postcards, and a billboard
- CCCApply reports
- Onboarding, initial appointment with advisor
- Vet Bridge
- Veterans Resource Center provides live advising and tutoring (via Zoom)
- VA Work Studies embedded in our success team, messaging
- Create and maintain community

# Bakersfield College

## *Success Team Collaboration*

- Data Coaches
- Starfish Success Network
- Daily Counseling Department meetings (removes barriers)
- Community services and resources (holistically serve students)
- California Transition Assistance Program (CalTAP), CA Dept of Vet Affairs



# Bakersfield College

## Learnings:

- Timeline
- 30-Unit Coining Ceremony
- Graduation and transfer checks

Timeline  
(Working Copy)  
Veterans Affinity Group

Month	Calendar of Events	Action needed	Assigned to:
January	<b>1st Year Students</b> <b>Week 1</b> Open Course - attach tiny url if possible (2 wks before) Recruit Summer Bridge ACDV 55	Report/email ???	Erika/Adeana ???
	<b>Week 2</b> Send Welcome letter (wk 2) 01/26 Last day/refund (wk 2) 01/28 Last day/drop w/o "W" (wk 2) 01/28 Last day/add (wk 2)	Report/Email Email Email Email	Erika/Adeana Adeana Adeana Adeana
	<b>Week 3</b> Reminder to enroll in 15 units, Eng./math (wk 2-3)	Report/Email	Erika/Sheila
	<b>2nd Year Students</b> <b>Week 1</b> 01/16 Spring session begins (2 wks before)/ Make appt with advisor	Email	Adeana
	<b>Week 2</b> Welcome back for returning 01/26 Last day/refund (wk 2) 01/28 Last day/drop w/o "W" (wk 2) 01/28 Last day/add (wk 2)	Report/Email Email Email Email	Erika/Adeana Adeana Adeana Adeana
	<b>Week 3</b> Reminder to enroll in 15 units, Eng./math (wk 2-3)	Report/Email	Erika/Sheila
	<b>1st Year Students</b>		

*Write your questions in the chat box and we will read them aloud*

# Questions?

# Join our BASECAMP Community of Practice



- Home
- Pings
- Hey!
- Activity
- My Stuff
- Find

Go to the Clientside for Public →



Public

## CACN, a community of practice sponsored & facilitated by the Career Ladders Project

The CaCN (California Counseling Network) basecamp group, open to ALL student support services professionals and counselors at high schools and community colleges, serves as a communication and exchange tool in support of student success and equity.



### Campfire

- Kerry Compton 1:42pm  
Not to my knowledge, but I
- Deidre Hill-Valdivia, Ed.D 1:55pm  
Thanks, Kerry.

### Message Board

- Student Supports Going Virtual!
- Student Supports Going Virtual!

### Docs & Files



# Resources

- Chancellor's Office
  - COVID-19 webpage
  - Vision Resource Center
- Today's resources will be emailed to participants and posted at the Vision Resource Center and on the CLP website

# CLP webinars and GP workshops

## Upcoming Webinars

- Thursday, June 4th and 18th from 10 a.m. to 11 a.m.
  - Topic: Problem Solving: Moving Dual Enrollment Online

## Past Webinar in this Series

- Topic: Virtual Onboarding
  - Click [here](#) for the recording and materials

*Questions? Email [CSandoval@careerladdersproject.org](mailto:CSandoval@careerladdersproject.org)*

*Thank You  
for joining us today*

This webinar is part of a series produced by Career Ladders Project with funding from the California Community Colleges Chancellor's Office.