

Pathway Navigation Community of Practice: *Getting Started*

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Promising Practices Panel Part II: *Differentiated Orientation*

Scott Finn

*Counselor/Career Center Coordinator
Southwestern College*



SOUTHWESTERN COLLEGE

**SAN DIEGO & IMPERIAL COUNTIES
COMMUNITY COLLEGES**



AGENDA

1. Differentiated Orientation,
Southwestern College
2. Facilitated Q&A and Discussion
3. Reflection and Action Steps

PARTICIPANT NOTETAKING GUIDE

Use this guide to (1) reflect on your campus' current intake processes and needs and (2) to capture relevant notes, thoughts, and ideas as they come up throughout the webinar.

San Diego Mesa College
Levy Johnson, Chair of Counseling
Charlie Liu, Student Services Technical Analyst

Preparation Questions – Please take time to consider these before the start of the webinar

What are your campus' goals for modifying or improving intake processes?	
Does your campus have an intake form? What areas of focus does it cover?	
What processes are in place to help staff from instructional programs, student service programs, and faculty use intake data? What would be ideal?	
What kinds of technology help would your campus need to refine its intake process?	

Promising Practice: EAP and Student Peer Program

Southwestern College is proud to have such a dedicated group of Peer Ambassadors working in our local schools.

Peer Ambassadors are committed to helping high school seniors succeed by:

- Being available at a designated high schools two days a week
- Motivating high school students to consider higher education
- Helping high school seniors complete the Early Admission process in excellence

[Meet our Peer Ambassadors](#)



Early Admission Program ↻

The Outreach office conducts an Early Admission Program (EAP) for all interested high school seniors. The program allows high school seniors and adult schools to apply online, be placed into mathematics and English, view the online orientation and register for fall semester before continuing SWC students in July. EAP prepares high school seniors for the transition from high school to college.



Peer Ambassador ↻

Students attending Sweetwater Union High School District (SUHSD) are provided with a college Peer Ambassador at their school site. Peers will assist seniors with completing the EAP six step process and Financial Aid. Special months have been set aside for students to complete the six step process.

How we got started - Background Research

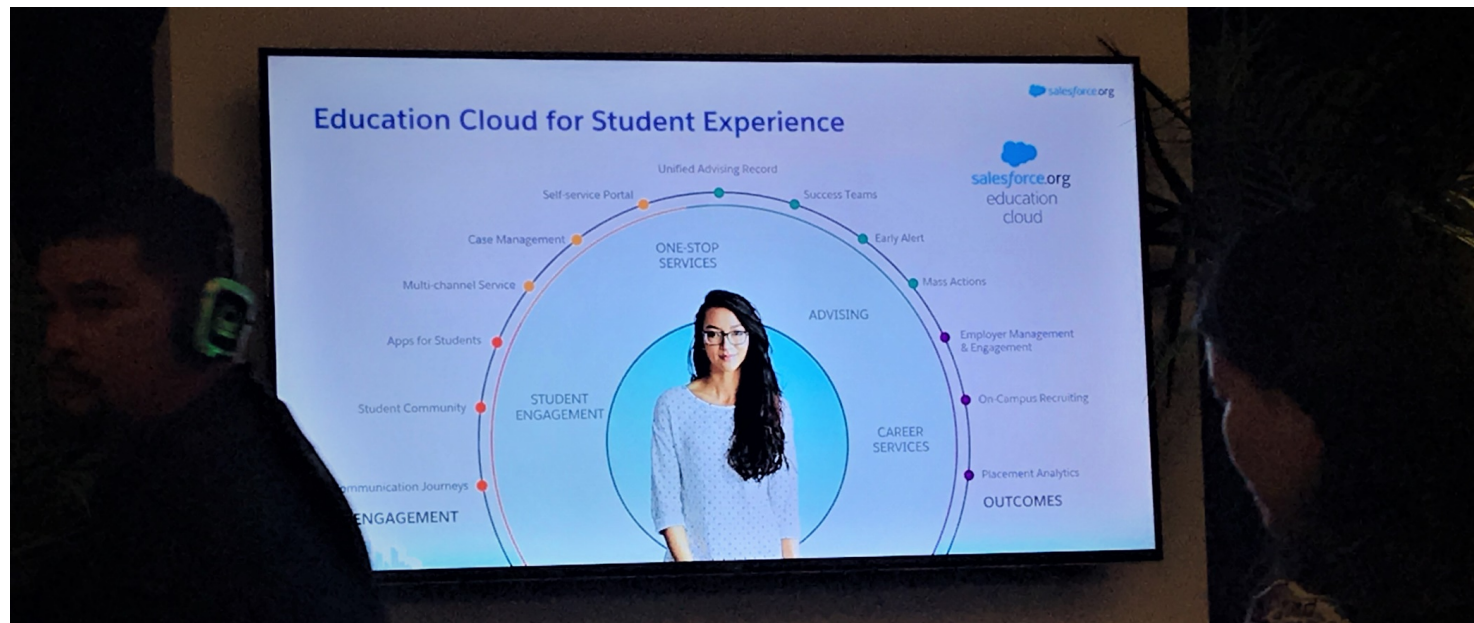
After seeing the positive results, year after year, from the activities and interventions students receive through our Peer Ambassador program, we decided to identify all of the best practices used in working with our high school student populations and apply this approach in a larger scale to our general student population.

Student, differentiated by specific populations (LGBTQ, Veterans, Restorative Justice etc....), will now be invited to attend small group orientations and they will receive similar services as delivered by our Peer Ambassadors.

Variable options for receiving these more specialized orientations will be developed and used in the orientation process as a result of this project.

Better tracking, referral, and follow-up services will be established to assist all students through the matriculation process.

The Future is Available Now

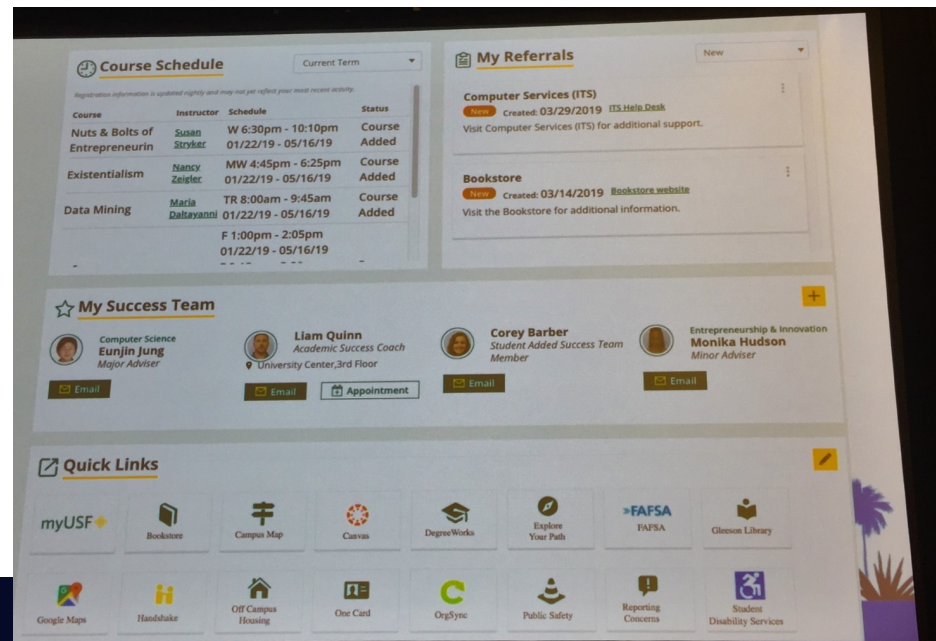


How does what you're implementing with differentiated orientation fit into Guided Pathway design on your campus or in the region?

In reviewing successful Onboarding programs across the state, one of the more effective models seems to be the assignment of a "Success Team" to each interested student.

These smaller populations based on a Learning Community type model (FYE, Puente) seem to deliver higher retention and persistence rates.

We are looking at the Salesforce CMS as a possible product to keep students engaged with taking responsibility for their learning.



Your campus' goals for establishing or updating its differentiated orientation processes and Strategies to engage faculty and departments

Here is a picture of one of our Student Focus Groups we have held to identify The needs and changes for building a stronger “Registration Experience” for our students.



Major Outcomes So Far

- Focus groups have been completed with key constituents in the use of these tools for orienting new students.
- The Student Onboarding and Support Team (SOS) has reviewed the current orientation and provided feedback and suggestions for improvement.
- The Southwestern College Peer Outreach students have also provided input and suggestions.
- In April, two additional student focus groups will provide their feedback on the orientation experience to Southwestern College.

Accomplishments and Progress Towards Milestones

The SOS Team has announced the opening to hire a Project Coordinator to assist with the implementation of change and reporting of our progress in meeting our milestones.

A proposal to contract with a videography service for writing and developing the new components for the orientation is also underway to help us build improved online orientation features is in the process.

The SOS Team has also been working to identify all of the specific populations that would benefit from a differentiated orientation along with the essential components and topics that must be included in the content of each presentation.

The process of coordinating smaller, population-specific orientation pieces

Populations and Topics to Add

- Student Groups: Veterans, Refugees, ESL, CalWorks, Athletes, Learning Communities, LGBTQIA, Non-Credit, Dreamers, Restorative Justice, Disability, Homeless and Non-Traditional
- Topics for coverage: Financial Aid, Guided Self Placement, Using Webadvisor, Career Services, Resources for Students, Picking your GE classes, Career Exploration and Major Selection, Benchmarks for Success

Challenges and Next Steps in our Process

Balancing online and in-person orientation pieces

- Based on funding for videography services, the identification of the first round of videos to be developed will have to take place, and not every component will have both a visual and written mode of delivery when the new orientation is rolled out for students. Leveraging of local Strong Workforce funding is being explored.
- The SOS Orientation Team will have to take all of the information gathered from each focus group, and after more review of all outside resources and best practices, work to craft the most essential content for delivery to all first time college students new to Southwestern College.
- Hire and orient the new Project Coordinator to our project needs and plans.
- Review the bids for videography services and decide on a vendor to develop the next orientation iteration.

Best practices and research that informed our work

- First Impressions Matter - Students who worked through our EAP program receive the services and in-touch experiences necessary to follow through with the registration process.
- Close to 50% of our overall student population that completes the application process to SWC does not end up registering for classes the following term.
- Expansion of the practices of our Peer Ambassadors, more high-touch orientation options and smaller group orientations will be instituted to improve our overall registration rates.

Who is involved

The members of our core team are comprised of the members of the SWC Student Onboarding and Support (SOS) Guided Pathways Implementation Team.

The members include:

- Scott Finn, Counselor/Career Center Director - Co-Chair
- Malia Flood - Dean of Student Services Co-Chair
- Jennifer Lewis, Dean Workforce Development, Adult and Continuing Education
- Nicholas Montez, Director of Admissions and Records
- Suzy Woods, Supervisor, Admissions and Records
- Erick Parga, Data Software Specialist, Admissions and Records
- Ryan Lennon, Assessment Coordinator
- Lillian Leopold, Chief Public Information and Government Relations Officer
- Jorge Guerrero, Counselor
- Mario Torres, Programmer Analyst, Institutional Technology
- Henry Flores, Student Services Data Software Specialist
- Jessica Noel, Research Analyst
- Angel Salazar, Financial Aid Specialist
- Janet Bynum, Student Services Specialist, Student Services
- Guadalupe Corona, Director, Student Equity Programs and Services
- Areli Albarran, Senior Financial Aid Specialist
- Martha Garcia, Title V Director
- Everett Garnick, Supervisor, Systems and Programming, Institutional Technology
- Sandra Calderon, Outreach Coordinator
- Yesenia Olvera, Outreach Technician, Career Education
- Two ASO student representatives

Facilitated Q&A and Discussion

Reflection Questions

- What strategies did you hear that are most applicable to your campus's differentiated orientation initiative?
- What will you do to adapt these strategies to your campus's needs?
- What are your immediate actions steps, including how you will communicate what you learned today with others on your campus team?

UPCOMING PATHWAY NAVIGATION WEBINARS

Tuesday, April 30, at 10:00 PST
Valencia College, Florida (via Zoom) -
*New Student Experience course and the
path to getting there*

Skyline College - DATE TBD
San Bruno, CA (Via Zoom)
*Promising Practices in Onboarding
Activities*

More coming soon!