

## Pathway Navigation Progress Report 2019 – Quarter 2

### HIGH-LEVEL REGIONAL THEMES ACROSS ALL THREE PN AREAS OF WORK:

#### 1. Identifying current practices

- Documenting what is happening where, how, by whom
- Pinpointing places where effective onboarding practice already exists
- Scaling things that work
- Identifying programs and processes across all three areas that need revision

#### 2. Staffing

- Hiring staff to support and implement the work
- Hiring staff to do technology implementation/integration

#### 3. Technology

- Identifying, evaluating, and acquiring new tool(s)
- Connecting tools with existing systems or processes
- Implementing new tools or new systems

#### 4. Marketing and communication

- Connecting with all the necessary groups and teams throughout the college
- Building awareness with stakeholders (faculty, students, student support staff)
- Training and PD when new process, tools, systems require outreach and training
- Conducting outreach to students who will engage with new onboarding processes

#### 5. Identifying promising practices

- Attending conferences and do site visits
- Learning from colleagues further along
- Identifying promising practices outside the region

### PN YEAR ONE REFLECTION QUESTIONS

1. What's working in year 1?
2. What challenges are getting in the way of reaching goals and milestones set in the plan?  
How will those challenges be addressed?
3. How will your team's progress and challenges feed into planning for 2020?
4. How have the CoP events and resources supported your work so far? What ideas do you have for future CoP events that could offer support to your Pathway Navigation team?

## Summary of Progress, Challenges & Next Steps *(includes 8 of 10 colleges)*

### COMPREHENSIVE INTAKE

PROGRESS REPORTED
<ul style="list-style-type: none"><li>• Development of intake questions</li><li>• Hired of staff to support the work (e.g., Dean of Special Projects, project coordinator, technology specialist)</li><li>• Selection of technology tool to implement comprehensive intake</li><li>• Connecting with other on-campus groups (student affairs, Guided Pathways, SSSP, technology, etc.)</li><li>• Exploration and identification of best practices (attending conferences, site visits)</li><li>• Collecting current intake forms used by counseling staff (across multiple campuses)</li><li>• Collaborate with districts by conducting outreach and connecting the district and college data system</li></ul>
CHALLENGES
<ul style="list-style-type: none"><li>• Connecting intake data with CCC Apply</li><li>• Building awareness of newly implemented processes (marketing for students)</li><li>• Establish common definition of intake among the PN group and inventory current practice</li><li>• Implementation of new student information system (PeopleSoft/Campus Solutions)</li><li>• Work with IT department to streamline intake processes for students</li></ul>
NEXT STEPS
<ul style="list-style-type: none"><li>• Conduct training with faculty on new tools/processes</li><li>• Develop marketing campaign to get the word out to students of new intake processes to wide use with broad range of students</li><li>• Vet draft intake form with student services, counseling, and faculty and pilot with 3 CTE programs</li><li>• Administer student survey of experiences with intake and orientation</li></ul>

### DIFFERENTIATED ORIENTATION

PROGRESS REPORTED
<ul style="list-style-type: none"><li>• Identify students and programs that would benefit from differentiated orientation to pilot; see what is already working and scale</li><li>• Hired staff to support the work (e.g., Dean of Special Projects, project coordinator, technology specialist)</li><li>• Purchase technology program (Comevo Orientation Program)</li></ul>

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- Launch differentiated online orientation videos
- Study of outside orientation programs
- Refine and scale the work beyond pilot
- Successful pilot of Student Success Day that offers orientation for students and parents, career exploration activities, exposure to pathways, etc.

#### **CHALLENGES REPORTED**

- Meta-major development; content to be updated once finalized
- College restructuring Guided Pathways work, new leadership and membership in groups
- Integrate counseling department and CCC MyPath work into PN efforts
- Implementation of new student information system (PeopleSoft/Campus Solutions)
- Identifying and shifting to new technology (exploring Comevo)

#### **NEXT STEPS**

- Production of videos for online orientations
- Scaling Summer orientation program (for Fall) and implement for Winter (for Spring)
- Engage more instructional faculty in the onboarding discussions
- Identify how CCC MyPath integrates with differentiated orientation
- Identify technology vendors and schedule demos for differentiated orientation – both in-person and online
- Engage with student services to integrate with orientation processes
- Open new student Welcome Center for first-time students to the college (Center will have place for intake, orientation, and career planning)
- Analyze data from student survey to improve and scale; debrief faculty, student services

## **CAREER BEFORE EDUCATION PLANNING**

#### **PROGRESS REPORTED**

- CCC MyPath integration with career exploration practice
- Pilot Student Career Action Plan (CAP) with incoming students
- Implementation of career planning tool (Road Trip Nation, offered by Chancellors Office)
- Recruit/identify counselors to participate on pathway navigation projects
- Partner with career services to identify career assessments
- Career center published new calendar for selecting a career/major; faculty involved in work groups to support the effort
- JobSpeaker pilot in progress

<b>CHALLENGES REPORTED</b>
<ul style="list-style-type: none"><li>• Work with regional CCC MyPath to investigate customization options</li><li>• Promotion and marketing of new tools and processes to students</li><li>• Communication with counseling and student services staff across the college about how to change practices for traditional education services</li><li>• Identify a tool or system that would track student who participate in career exploration or counseling services before education planning</li></ul>
<b>NEXT STEPS</b>
<ul style="list-style-type: none"><li>• Review integration of Ellucian add-on products (Recruit and Advise)</li><li>• Explore career exploration assessments</li><li>• Identify technology solutions to support career before education planning</li><li>• Identify professional development opportunities for counselors</li><li>• Development of proposals for implementation of each area of pathway navigation work</li><li>• Engage with stakeholders to develop assessment procedures; faculty to evaluate assessment instruments and assist with placement recommendations</li></ul>