

## San Diego/Imperial County Region SWP Technology Projects: Detail and Intersections

Last updated 09/11/19

| TOOL TYPE<br>(*regional investment)   | ROADWAY SEGMENT |            |                               |            |  |
|---|-----------------|------------|-------------------------------|------------|--|
|   | Pre-Enrollment  | Onboarding | Student Retention and Success | Transition | Open Questions   |
| <b>Career Pathways Mapping*</b> <ul style="list-style-type: none"> <li>Inform student decisions about pathways from MS/HS to CC</li> <li>Provide data on gap analysis between MS/HS and CC &amp; labor market</li> </ul> <p>Notes:</p> <ul style="list-style-type: none"> <li>Different audiences/ purposes may require different solutions (e.g., a student-facing website vs. data for gap analysis)</li> </ul> | N/A             | N/A        | N/A                           | N/A        | <ul style="list-style-type: none"> <li>How does this connect to career exploration tools/processes?</li> </ul>                             |
| <b>Prospective Student CRM</b> <ul style="list-style-type: none"> <li>Pre-application, pre-enrollment engagement with prospective students</li> </ul> <p>Notes:</p> <ul style="list-style-type: none"> <li>SDCCD exploring Launchpad for this purpose</li> <li>Where data might come from: in-person engagement, regional website, pathways mapping tool, CCCApply, etc.</li> </ul>                               | N/A             | N/A        | N/A                           | N/A        | <ul style="list-style-type: none"> <li>Is there a desire for a regional approach to collecting prospective student information?</li> </ul> |

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| <b>Career Exploration</b>           | <ul style="list-style-type: none"> <li>MS/HS: assessments and career information to inform career goals and education choices</li> <li>All other entry points: assessments and career information to inform career goals and education choices</li> </ul> <p>Notes:</p> <ul style="list-style-type: none"> <li>Desire for MS/HS data to feed into a CC tool</li> <li>MS/HS tools vary from tools geared towards larger audience</li> </ul> | <ul style="list-style-type: none"> <li>Inform career plan before education plan</li> </ul> <p>Notes:</p> <ul style="list-style-type: none"> <li>Comprehensive tool evaluation rubric in development includes career exploration, student onboarding, and student success and retention</li> </ul>  | <ul style="list-style-type: none"> <li>Continuous refinement of goals</li> </ul> <p>Notes:</p> <ul style="list-style-type: none"> <li>These activities would need to be integrated with Student Engagement and Success/ case management processes</li> </ul> | <ul style="list-style-type: none"> <li>?</li> </ul> | <ul style="list-style-type: none"> <li>What is the relationship between pre-enrollment career exploration assessments and pathways mapping tools?</li> <li>Does career exploration also cover transition (or navigation)?</li> <li>What is the relationship between career exploration, student onboarding, and student engagement and success?</li> </ul> |
| <b>Student Onboarding</b>           | N/A  | <ul style="list-style-type: none"> <li>Post-enrollment student intake</li> <li>Differentiated orientation</li> </ul> <p>Notes:</p> <ul style="list-style-type: none"> <li>Colleges exploring a variety of tools as part of the pathway navigation project</li> <li>Comprehensive tool evaluation rubric in development includes career exploration, student onboarding, and student success and retention</li> </ul> | N/A  | N/A   | <ul style="list-style-type: none"> <li>What is the relationship between career exploration, student onboarding, and student engagement and success?</li> </ul>   |

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|                                     | Pre-Enrollment  | Onboarding | Student Retention and Success  | Transition  | Open Questions   |
| Student Engagement and Success      | N/A             |            | <ul style="list-style-type: none"> <li>Case management, early alerts, referrals</li> </ul> <p>Notes:</p> <ul style="list-style-type: none"> <li>Comprehensive tool evaluation rubric in development includes career exploration, student onboarding, and student success and retention</li> </ul>  | <ul style="list-style-type: none"> <li>N/A</li> </ul>   | <ul style="list-style-type: none"> <li>What is the relationship between career exploration, student onboarding, and student engagement and success?</li> <li>Most tools in this category have an onboarding component; how does this overlap with a separate onboarding tool/process?</li> </ul> |
| Career Engagement*                  |                 | N/A        | <ul style="list-style-type: none"> <li>Employment preparation</li> <li>Access to WBL opportunities</li> <li>Case management</li> <li>21<sup>st</sup> century skills</li> <li>Data on opportunities, placements, etc.</li> </ul> <p>Notes:</p> <ul style="list-style-type: none"> <li>Region looking for one tool to serve all colleges</li> <li>Making opportunities available across the region</li> <li>Process map in progress</li> </ul> | <ul style="list-style-type: none"> <li>Access to employment opportunities</li> <li>Case management</li> <li>Data on opportunities, placements, etc.</li> </ul> <p>Notes:</p> <ul style="list-style-type: none"> <li>Region looking for one tool to serve all colleges</li> <li>Making opportunities available across the region</li> <li>Process map in progress</li> </ul> | <ul style="list-style-type: none"> <li>Could this be used by prospective students for WBL or other opportunities in the system?</li> <li>How does this connect with employer engagement CRM tool/process?</li> <li>How will the process maps be operationalized?</li> </ul>                      |

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|                                     | Pre-Enrollment  | Onboarding | Student Retention and Success  | Transition   | Open Questions   |
| Employer Engagement CRM*            | N/A             | N/A        | <ul style="list-style-type: none"> <li>• Building shared database of employers in the region</li> <li>• Reporting on employer engagement</li> <li>• Process map in progress</li> </ul> | <ul style="list-style-type: none"> <li>• Building shared database of employers in the region</li> <li>• Reporting on employer engagement</li> <li>• Process map in progress</li> </ul> | <ul style="list-style-type: none"> <li>• How will this interact with a career engagement tool?</li> <li>• How does this connect with the career engagement processes?</li> <li>• How will the process map be operationalized?</li> </ul> |