



## Pathway Navigation – Community of Practice

Friday March 3, 2023  
9 am-12 pm  
SDCCE – North City Campus

### AGENDA

- I. **Welcome (10 min)** Danene Brown & Claudia Estrada Howell
  - Introductions
  - Ongoing purpose of PN and CoP
  - Overview of today's CoP
  
- II. **Activity: Student Personas and Journey Mapping (60 min)** Joy Lewis & Svetlana Darche  
*In College Teams*
  - Review example (5 min)
  - Create persona (10 min)
  - Lay out your persona's journey (30 min)
  - Share out - 1 minute (15 min)
    - Highlights of persona
    - Education or career goal
    - 1 "life event"
    - 1 support
  
- III. **Break (10 min)**
  
- IV. **Southwestern College – Reimagining Student Services (85 min)**
  - Introduction Claudia Estrada Howell
  - Secret Shopper Findings Cheryl Broom, GradComm
  - SWC Addressing the Findings Jennifer Lewis, SWC
  - Q & A
  
- V. **Reflection & Wrap-Up (15 min)** Joy Lewis & Svetlana Darche
  - Reflect in your teams and write on your card
    - What can you do to move this work forward?
    - What support do you need? How can the region help?
  - Report out as a team
  - Closing Comments Danene Brown & Claudia Estrada Howell