



GUIDED PATHWAYS STEERING COMMITTEE MEETING AGENDA

Tuesday, April 20, 2020 **ZOOM Meeting:** 2:30 – 4:30 p.m.

AGENDA ITEM	DISCUSSION LEAD (S)	PROCESS	TIME
Notetaker: David Eck		Decision	Duration of meeting
<p>Program Mapper Implementation in the time of COVID-19</p> <ul style="list-style-type: none"> • Previous plan was to delay student-facing rollout in order to address the FLEX Day feedback and give faculty more time to offer more feedback. • More recent discussion/planning: <ul style="list-style-type: none"> ○ Option 1) fastest rollout. It might be advantageous to rollout to students earlier given the campus closure. Majority but not all of program mapper team supported this plan. ○ Option 2) Slower rollout. Have a trial run in which counselors show the program map tool to students. Counselors would then see if there are any common misconceptions among students in using the tool. • Eck: supports Option 2. Given the difficulties of getting feedback during campus closure. • Hoffman: the key for Option 1 is to have clear procedures for faculty feedback on the maps. in using option 1, we can present this as a tool to increase engagement. Moving forward, Interest Area success teams could coordinate making changes/updates to the maps. • Milena: can we shift our models of how are working with the maps, so that it is more meaningfully connected to the Interest Areas? –Interest Area workstation for discipline experts to drop-in and finalize the maps. • Carol: there would be some significant errors in the maps. And there are some important software limitations in the tool that won't disappear anytime soon. But getting the tool out would have an important psychological benefit. We need to move forward with something. • Diva: asking about what a slower rollout would look like. Also noted that some students have common important confusions now without the program mapping tool. 	<p>Maureen Wiley Chris Rico</p>	<p>Discussion Decision</p>	<p>30 minutes</p>

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<p>UPDATE: Success Teams in the time of COVID-19 (cont'd)</p> <ul style="list-style-type: none"> • PBC Update on Success Teams <ul style="list-style-type: none"> ○ Retention Specialist ○ Interest Area Counselor ○ Program Services Coordinator ○ Peer Mentors • CRM Success Navigators & Welcome Center <p>Dean Engel: speaking on the PBC discussion of Success Teams. PBC was supportive and approved Success Team proposal.</p> <p>Dean Hartman: there is flexibility in what was approved that allows for adapting to particular circumstances.</p> <ul style="list-style-type: none"> • Example: Welcome Center’s proposal to have one of them attached to each Interest Area. <p>Dean Hartman: first PEP is occurring this Thursday (April 23). First virtual PEP. It will be a test-run of a number of new elements.</p> <ul style="list-style-type: none"> • This PEP will cover each matriculation step up to registration. • There will be a counseling option during the meeting. • There will be a drafted first semester schedule of classes for the student. • Students will be grouped by interest area during the meeting. <p>Dean Engel: update on CRM.</p> <ul style="list-style-type: none"> • CCCapply requires students to pick an Interest Area. • In June, the entire matriculation process will be integrated into the CRM. • Success Navigators: making sure students get the necessary services they need. • Analysis of current college personnel and their funding sources. This is a re-organization and it will take time and won’t be easy. It will be an extended process. <ul style="list-style-type: none"> ○ As part of re-organization, we could start some new training for college personnel. • Hartman: short-term goal—get as many students connected to a support program as possible. Guided Pathways offers a framework for getting every student into a support program. 	<p>Max Hartman Karen Engel</p>	<p>Discussion Decision</p>	<p>60 minutes</p>

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<ul style="list-style-type: none"> ○ Hartman’s current thinking: utilize current infrastructure (such as, Promise program), and giving students options to branch out to a different support networks, such as an Interest Area, if they choose to. But in general have Interest Areas target students who are not connected to a support network (the last line of support). ○ Ho: agreeing with Hartman’s suggestion. Students will likely feel more connected to the current programs/infrastructures, then they would to Interest Area Success Teams that will be new/under development. ● VP Pérez: taking inventory of current personnel and programs. One difficulty is that different programs/support networks have different timelines for intake of students. <ul style="list-style-type: none"> ○ Trying to get far along so that management could put things into place over the summer in terms of staffing assignments, etc. ● Hyla: seconding VP Pérez’s kudos for everyone’s work on Guided Pathways. ● Maureen: idea of names for people in each interest area. ● Carol: who will have access to the CRM? –Hartman: people are already working in it: Marketing, Outreach, Counseling. The Success teams will have access to it for communicating to students. <ul style="list-style-type: none"> ○ Engel speaking on where the data from the CRM goes. There will be tight interconnection between CRM and Banner. So many employees will continue to work in Banner. ○ Engel: SARs will go away because ● Eck: what are “success navigators”? <ul style="list-style-type: none"> ○ Engel: focus on the overall picture of who is in an interest area. Ensuring that students are getting what they need. ● Eck: discussion in Human Behavior and Culture about process for distributing particular student services over multiple support networks. <ul style="list-style-type: none"> ○ One example: start with the program that has the most requirements and the work down to less strict requirements. Another consideration: begin with support networks that begin accepting students earliest. 			
<p>UPDATE: Interest Area CRM Templates, landing pages, and promotional materials</p> <p>Megan Rodriguez Antone speaking on behalf of marketing. Sharing the materials that have been developed.</p> <ul style="list-style-type: none"> ● Jose: showing some of the materials. <ul style="list-style-type: none"> ○ Do people like the Interest Area descriptions in the left or right columns? 	Megan Rodriguez Antone José Garcia	Discussion	10 minutes

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<ul style="list-style-type: none"> ○ Mary Ho: business might be missing programs. ● Manuel: asking about the colors. Could some of the colors be confused with other colleges? <ul style="list-style-type: none"> ○ Eck: HBC did want to see what some other colors would look like, besides the blue. One possibility would be the Cañada green for HBC. ○ Hyla: would prefer a reddish-orange color for Art, Design, and Performance. ● Mayra emphasizing one-pager as useful tool for community outreach. <ul style="list-style-type: none"> ○ Add logo, phone number, and website. <p>Deadline for any revisions to Interest Area messaging is end-of day Wednesday, April 22.</p>			
<p>Guided Pathways – Summer & Fall 2020</p> <ul style="list-style-type: none"> ● Steering Committee ● Interest Area Groups ● Interest Area Faculty ● Phase Implementation Groups (PhIGs) <p>Possibility of some summer meetings.</p> <p>The plan is to continue with both the Steering Committee and Interest Area Group structures. And to eliminate the PhIGs after this semester.</p> <p>There has been a delay in advertising/posting of the re-assign positions for Guided Pathways efforts in Fall 2020.</p> <ul style="list-style-type: none"> ● Hyla: need to get it approved before end of semester in order to determine the Fall semester faculty assignments. ● Manuel: GP doesn't use the same funds as normal faculty positions. So it doesn't have to be through the same processes. But ideally the two do match to maximize opportunity for faculty engagement. 	<p>Manuel A. Pérez Karen Engel</p>	<p>Discussion</p>	<p>20 minutes</p>

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<ul style="list-style-type: none"> • Hyla and Carranza: representation doesn't require release time. Re-assign time should be focused on coordinating roles that have specific duties. Other faculty could be compensated without having it as release time. • Engel: asking whether Academic Senate could put forth a proposal for how faculty could engage/collaborate with Interest Areas. Set an expectation for faculty engagement with their Interest Areas. <ul style="list-style-type: none"> ○ Hartman: suggesting to think about faculty engagement in terms of faculty's current practices in how they help their students. Faculty understand how these efforts could be strengthened by the Interest Area success teams. <p>Sidman-Taveau: hoping for increased collaboration between Guided Pathways and ACES team in the Fall semester. Would have liked to directly participate in the meetings but ACES was a conflicting time.</p> <p>Mary Ho: wanted to see the visual of how IAs relate to divisions.</p> <p>Carranza (and Eck): would like to see more details on how we could compensate faculty for engaging and collaborating with Interest Areas. This would help increase broader engagement.</p> <ul style="list-style-type: none"> • Carranza: more broadly, we need to continue to detail the long-term process in which Interest Areas is not an add-on. This piece is very important to show how the system is sustainable. <ul style="list-style-type: none"> ○ So far, the project has been more of an add-on to college processes. And the project has been more connected to Student Services than faculty. • Manuel: conversations between VPSS, VPAS, and Dean Engel has begun on building out this long-term sustainable process. 			

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