



GUIDED PATHWAYS STEERING COMMITTEE MEETING AGENDA

Tuesday, April 7, 2020 **ZOOM Meeting:** 2:30 – 4:30 p.m.

AGENDA ITEM	DISCUSSION LEAD (S)	PROCESS	TIME
Notetaker: Diva Ward		Decision	Start: 2:04 p.m.
Attendees: Manuel Perez, Maureen Wiley, David Eck, Mary Ho, Maria Huning, Carol Rhodes, Alex Claxton, Nimsi Garcia, Manasi Devdhar-Mane, Gonzalo Arrizon, Karen Engel, Mayra Arellano, Adolfo Leiva, James Carranza, Margarita Baez, Debbie Joy			
COVID-19 Student Survey & Guided Pathways	Karen Engel	Discussion	10 minutes
Person Making Comment/Question	Notes, Discussion and Questions		
Karen Engel	<p>12 question survey. Survey sent to almost 4,000 students. Almost 1,000 students responded (979). Survey was sent out March 30, 2020. The results are still being analyzed.</p> <p>71% reported that they have not been in touch with anyone from campus outside of faculty 30% have been in touch with someone from campus that's not faculty Welcome Center team is reaching out to students that have had some issues with transition. 44% responded very challenging/somewhat challenging Results of survey will be shared in various forums/meetings after completely analyzed Shared results of CSM Survey. 45% of students have been in contact with someone from the college outside of faculty. Points of contact and connectivity are critical. Every student should have someone that they can contact outside of faculty.</p> <p>Q-Nimsi Garcia-Will results be shared? Karen responded, yes. At the next Town Hall and/or at PBC Meeting Q-Maureen Wiley-Are we collaborating with other colleges Do they have a standard method for reaching to students? Karen responded yes...district smart sheets are shared and data is being collected. Q-David Eck-Can we have generic contact sheets to load in to CANVAS? Maureen Wiley agreed. Karen responded that every student should have an additional point of contact outside of faculty.</p>		

<p>Success Teams in the time of COVID-19 (cont'd)</p> <p>New definition of a Success Team (Max Hartman's suggestion): A success team will provide counseling, case management, faculty expertise, and peer supports for student's specific to their interest areas. Positions included in an interest area may include: Retention Specialists, IA Counselor, PSC, Peer Mentors, etc.</p> <ul style="list-style-type: none"> • Does a Success Team include (at minimum)?: <ul style="list-style-type: none"> ○ Retention Specialist ○ Interest Area Counselor ○ Program Services Coordinator ○ Peer Mentors ○ Request: List of best practices <p>Added (Karen Engel): A Success Team is a small group of college faculty, staff and administrators who monitor student-level data in the Interest Area (and build and manage relationships with each student in the Interest Area) to help each student with:</p> <ul style="list-style-type: none"> • Onboarding and matriculation • Retention and persistence • Completion of education goals <ul style="list-style-type: none"> • How can we organize the College so that ALL students have First Points of Contact through their IA? How will these relate to special programs (Promise, EOPS, etc) <ul style="list-style-type: none"> • Will Science & Health IA be first to pilot a Success Team for 2020-21? 	<p>Maureen Wiley</p>	<p>Discussion Decision</p>	<p>60 minutes</p>
<p>Person Making Comments/Questions</p>	<p>Notes and Discussions</p>		
<p>Maureen Wiley Manuel Pérez</p>	<p>Hear from various Interest Area Leads around who should comprise "Success Teams" Take a barometer from each of the Interest Area (IA) teams</p>		
<p>Maureen Wiley</p>	<p><u>Art, Design and Performance Interest Area</u> Question that came out of the discussion "How would Program Services Coordinators be put under Interest Areas. There was agreement that a Success Team should include a Retention Specialist, Counselor and Peer Mentors. Question about Peer Mentors and confidentiality and students having access to student confidential information.</p>		
<p>Carol Rhodes Mary Ho</p>	<p><u>Business, Design and Workforce Interest Area</u> Agreed on one Retention Specialist to interact with students directly, One IA Counselor, PSC would depend on how the</p>		

<p>David Eck</p>	<p>Peer Mentor program would be run. There was some discussion on the faculty piece. Some argument for involving faculty in some way in terms of the curriculum piece. Faculty would also help with the Career mentoring and involvement in mentoring students with regard to careers. Career options.</p> <p>Q: Maureen Wiley - What was meant about the Curriculum piece in reference to faculty? Carol Rhodes: Curriculum gets reviewed. Always questions that come up. Should the class be offered online? Sometimes counselors are aware of student needs and faculty aren't aware of it. Students needs should be kept front and center. It might be interesting to think about what will be part of the "Success Team" It will probably make more sense to have faculty interaction be a part of a larger team that might have input and/or interact</p> <p><u>Human Behavior and Culture</u></p> <p>A lot of discussion from Candice Johnson (ESO PSC) who has worked with Peer Mentors since 2013. She gave historical context. She recommended 20 Peer Mentors per Interest Area. Similar to Milena Angelova's point...are efforts scalable? Request to get into more detail about the resources that we have. Chris Rico talked about some of the counseling proposals that will be discussed at the next counselor meeting. They were going to go through the suggestions and proposals.</p> <p>Q-Manuel Pérez-Did you have any insights or specific feedback in terms of the roles of the Success Team. David Eck-Most of the discussion was let's try to model what Science and Health was already doing and make minor tweaks. Most of the discussion was about Peer Mentors. Q-Maureen Wiley-Which counselor's proposals were you referring to in your discussion? David Eck-Details from Science and Health. Having assigned counselors to Interest Areas, etc. Q-Carol Rhodes-When is that meeting being held? Maureen Wiley-The meeting might be going on now. Question about how counselors will be assigned has come up a lot. Counselors often have specific roles on campus where they are tagged to specific programs or divisions. We already have a model for that. It's important that we identify how that will look under the structure of Interest Area. Manuel Pérez-It sounds like we are all in agreement that a counselor should be connected to the Interest Area structure. It's sounding like there is agreement relative to a core structure, at a minimum, for the most part relative to the core structure of Success Teams. With the caveat that there be some training for Peer Mentors related to student confidentiality. Q-Carol Rhodes-What did each of the teams see the role of a Program Services Coordinator, outside of coordinating Peer Mentorship? Maureen Wiley-That question came up in the Art, Design and Workforce group too. David Eck-Candice Johnson had a lot to say about the big picture elements of this. What has been done in the past is to have the Peer Mentors as the first line of assistance and refer up to a PSC or Retention Specialist as the case becomes more difficult or complicated. Levels of support. Maureen Wiley - Agree with that as a structure. Sometimes students feel more comfortable talking to their peers. James Carranza - Distinction between PSC and Retention Specialist. PSC can do a lot more off campus recruitment of involvement in different kinds of community events off campus. Retention Specialists are primarily on campus support. We are talking about Success Teams and faculty aren't a part of it. What is the relationships between faculty and the Success Teams? I could some faculty being engaged and others not feeling like it's a part of their responsibility. Document or note how what that exchange will be. Maureen Wiley - How does that interact with the dashboard functionality? What is the overall, long-term structure of</p>
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“early alert?” What roles will the CRM play as a part of the Success Team? Important to create an easy to use system that will allow faculty to be able to communicate with the Success Team about a student. Faculty are often the first to notice that there is something is going on with the student.

Carol Rhodes - What’s missing in the Success Team and the description is tutoring. That’s one way that faculty can engage with the Success Team and work with them a little more closely. Run Study Groups in the Learning Center/Writing Center. Faculty could be involved in supporting the overall Success Team. It would be a mistake to say that there would be faculty mentoring of every student in the Interest Area. As it is now, some students come to office hours and get mentoring and some students don’t and that is likely to continue. With the NSF Scholars Program, every student is assigned a faculty mentor. It is a difficult thing to run. Suggest that that particular piece not be incorporated into these initial Success Teams.

Adolfo Leiva – PSC is about Coordination. Coordinating rooms, budgets, other programs internally or externally. The Retention Specialist is more of a support system for students. The Retention Specialist is designed to wait for students to come to them. PSC position might be used to oversee the coordination of Peer Mentors.

Manuel Perez – Our role is to provide a theoretical framework for a successful pathway model. Right now we are on the Success Team version of that. We have to be comfortable letting up on getting too far into the weeds. We are setting up what we think will work.

Carol Rhodes

Science and Health Interest Area

There has been a lot of discussion about what a Science and Health Success Team would look like. Not on the Interest Area. Retention Specialist- 2.5 and 2 full-time Interest Area Counselors. About 1,200 students. PSC would depend on how the work is divided between RS and PSC. About 25 Peer Mentors to handle the group. Focus on incoming students. Those are the students that need it the most. About 10 students per mentor. Focus on the incoming students that most often need direction to services. If we do a good job that first year then those students would be Peer Mentors the following year.

Manuel Pérez

Maybe we are at a point when we can say that we are all (Interest Areas) in agreement that at the very least a Success Team should have a PSC, RS, Peer Mentor component, a Counselor. Maybe Instructional Faculty in some way.

David Eck- It might be helpful to get some buy-in if we have some communication about gateway to Success Teams. If we can share things like common pages that faculty can put in their course modules about Success Teams.

Maureen Wiley- How can we make things more accessible online. Communicate with the Distance Education Advisory Committee about making a Canvas module.

Q-James Carranza- Who is the membership? What are the roles in serving on a particular team for an Interest Area. Wouldn’t it be appropriate to have maybe 2-3 faculty teaching in the interest area to serve on the Success Team to help plan? That could be a strategy. How do we integrate a Success Team? If faculty and Success Teams aren’t integrated together then we will have two groups working separately. Wouldn’t it be appropriate to have someone from instruction be a part of the Success Team?

David Eck – Faculty Liaison.

Alex Claxton – Worth noting that these roles are tied to CRM access levels. It will give them access to various levels of student information.

Carol Rhodes – Essential to have some faculty input. It would make sense t have 2 faculty on the Success Team and then rotate them. Faculty can get an idea how success teams work and then rotate them. Maybe start off with more than two. Important to show the faculty what these teams are doing and how they can help faculty. Get broader input from all of the disciplines.

<p>Michael Hoffman</p>	<p>Maureen Wiley – Need to clarify. Two ideas. One is to have faculty serve on the Success Team. Or having the structure of a success team which is part of a larger body committed to making that interest area successful. There is still clarity needed on that. Q-Can we leave the faculty question aside for now?</p> <p>Manuel Pérez – Certainly. That’s one way to go.</p> <p>Science and Health Interest Area Update</p> <p>There was general support for the list given. Questions about faculty. General sense is that the Success Team should be as many of the people working to the specific interest area as possible. A functional productive team. General sense from the STEM Team that we should try to launch across the campus and it becomes a “Community of Practice.” Form them and task them. We can learn a lot from doing that. No disagreement with the minimum.</p> <p>Maureen Wiley – At a minimum a Success Team will include a Retention Specialist, PSC, Interest Area Counselor and Peer Mentors. The question of faculty involvement would be addressed later. That would be something to address when we talk about best practices.</p> <p>Gonzalo Arrizon – A lot of it is about seeing students outside of the classroom. That’s one of the best practices. In the STEM Center, we’ve seen faculty holding office hours in the STEM Center and recommending students to be tutors. A lot of it is scaling to the size. How do we fold in the Health Science folks.? Make sure we are also being responsive to the Health Science students.</p> <p>Q-Manuel Pérez – What is the core membership of a Success Team? What is our capacity? We are about to make an important decision. This can be a really important movement. We can talk about how our decision impact how we reach out to our students? We might need more than one PSC. What is our capacity? How many should we have? We need to know if this is the base of our recipe. We can take a look at the date and inventory of who is on campus and make recommendation from a capacity standpoint.</p> <p>Maureen Wiley – It’s not how much we are putting into the recipe. It’s about the ingredients. The number will be dependent on a variety of factors. The basis for the member of the Success Team.</p> <p>Max Hartman – Will the words “at minimum” hold us up in the future. Thinking about as a redesign how are we best positioning our existing resources that we have based on the work that we’ve done as a part of the Guided Pathways group. We might not have the specific positions that fit into those areas. We should have a Success Team that looks like that as much as possible. Our existing resources might not match what is on that list.</p> <p>Karen Engel – Suggest a slight word change...A success team ideally includes:</p> <p>Q-Michael Hoffman – Can we say some number of Program Services Coordinator hours?</p> <p>Q-Mary Ho – Can we do an inventory of what we have on campus already?</p> <p>Maureen Wiley – We need to make a decision about which roles on campus that could serve in these Interest Area?</p> <p>Q-Hyla Lacefield – What if we define the roles instead of the position. Maybe we should just say what it is we want them to do. You might be able to get more agreement and approval if we define the role. How do we creatively utilize the people that we already have?</p> <p>Maureen Wiley – Community of people who are connected in a case management structure to make sure that students are not falling through the cracks.</p> <p>Adolfo Leiva – We have to go back and look at the job description. A lot of time we ask staff to work outside of their class. We should have staff working in the classification than they are currently in.</p> <p>Maureen Wiley – Know with clarity what those individual roles look like. Role and roles that need to be clearly delineated.</p>
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	<p>Manuel Pérez – We are talking about what works. This is what the Steering Committee is recommending.</p> <p>Maureen Wiley – Called a “Karen Vote” on recommendation. Max’s proposal of the success team composition (listed above) passes. That language can move forward to the rest of the college.</p> <p>David Eck - If we could come back with more data around resources that might help define roles.</p> <p>Maureen Wiley – The idea of first point of contact can be baked into the structure that comes out of the work that we continue to do. The interest area groups shared their notes. You can review the notes from the various Interest Area meetings</p> <p>Manuel Pérez – Co-Chairs please share the updated language with the Interest Area groups.</p>		
CRM & Guided Pathways outreach (templates, websites, etc.).	Manuel Pérez	Discussion Decision	30 minutes
Person Making Comments/Questions	Notes		
Manuel Perez	<p>Maureen Wiley shared language from the Art, Design and Performance Interest Area (see website for example). Will include the shorter version on the website.</p> <p>Q/C-David Eck-The template is different. It would be great if Marketing provided some idea how changes could be made. Have some set process.</p> <p>Manuel Pérez – Please cc Mayra and Manuel to be a conduit to making changes to the CRM language. Work through Meagan and include Mayra and Manuel.</p> <p>David Eck – Shared template for Human Behavior and Culture Interest Area. (see website to view template)</p> <p>Manuel Pérez – We need some consistency with the look and feel of the templates. Work with Mayra to accomplish that.</p> <p>Michael Hoffman shared the text template for Science and Health. (see website)</p> <p>Carol Rhodes suggested some editing to the language.</p> <p>Mary Ho- Some of the language is confusing.</p> <p>Manuel Pérez – Make a recommendation for Mayra and Manuel to start the conversation to get the templates set up. Carol Rhodes to bring the suggestions back to Michael Hoffman. Carol will correspond with Michael to get the template adjusted.</p> <p>Carol Rhodes – Shared Business, Design and Workforce template. Description shared in chat. Administrative Assistant, there are 3 or 4 versions of that. It would be nice to group those.</p> <p>Manuel Pérez – This is the only text that references modalities. Is that important for the other interest areas?</p> <p>Carol Rhodes – The Business Faculty gave feedback that that was important to students.</p> <p>Maureen Wiley – The feedback from students is they want to know what kinds of careers it would lead to and not just the work in the classroom. Try to be descriptive. They want to know what the actual experience would be like not just what they will be learning. More like salesmanship around the types of skills that students will acquire from taking courses in that Interest Area.</p> <p>Mayra Arellano – Suggest more descriptive words. Students need a bit more about what they are getting into. What career could I get if I go into this interest area. You can use language that is a little bit more e</p> <p>Milena Angelova – Don’t market the product but market what can be done with it.</p> <p>Maureen Wiley – Business appeals to a different audience. Have to follow up with Science and Health about some of their word changes.</p> <p>Carol Rhodes will get with Michael Hoffman to complete the template by the end of the week.</p>		

	<p>Manuel Pérez – We will take the text already approved by Interest Area and change the length but not content. We will give the update we will move forward with some draft language for our incoming students. We would not share the text with SSPC or PBC just to inform them to be ready that you will see the new language. We are starting to talk about Interest Areas with our new students.</p> <p>Karen Engel – Marketing is ready to stand up a webpage for each Interest Area. The same look and feel and language.</p> <p>David Eck – With the web page. Human Behavior and Culture shortened their language to 60. We might want to make that longer for students on the website.</p>		
UPDATE: Program Mapper Implementation in the time of COVID-19	Maureen Wiley, Chris Rico	Discussion	10 minutes
Drop Box & Guided Pathways	Karen Engel	Discussion	10 minutes
Person making the comment/question	Notes		
Karen Engel	<p>Everyone should have received an email. Set up Drop Box for the Steering Committee. (showed drop box view). Drop Box SMCCD. Michael and Hoffman worked with Karen Engel to set up folders. Each Interest Areas has their own folder to put minutes, materials and other things that they are working on as an Interest Area, Other things like FLEX Day and for the Phigs. Trying to put some of the historic documentation. Data coaching. Photos. Equity presentation. Uploaded “Student Voices” Under things under Steering Committee. When you make a change in drop box it changes it for everyone. Try not to make changes. It’s all shared and fairly live.</p> <p>Maureen Wiley – Do you need to be invited by ITS?</p> <p>Karen Engel – Think you have to be invited.</p> <p>Manuel Pérez – If you did not receive an invitation let Manuel, Debbie and Karen know. Will send out tutorials for Drop Box to the group.</p> <p>Q-Maureen Wiley – This is where notes from meeting, FLEX Day, PowerPoints should be placed to the Drop Box.</p> <p>Manuel Pérez – Email and Drop Box will be the two mediums that we will share information.</p> <p>David Eck- Did just the Steering Committee members get invited to the Drop Box?</p> <p>Manuel Perez – Just the Steering Committee for now. We can revisit that at a later date.</p> <p>For the next meeting. We will include items that we didn’t get to today.</p>		
ADJOURN – 4:31 p.m.	NEXT MEETINGS: April 21 and May 5, 2020		