

## 9.19.19 GP Academic Support and FYE

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Notes & Themes from discussion

### **General Student**

- connection to students in your field.
- tight connections for students in first year important.
- Staff connection important
- students should NOT have the option of not participating.

#### who is eligible for FYE?:

- ❖ new student. reapply after 5 years of lapse.
- ❖ BS students who are coming for a few classes could opt out. All others should go to FYE.
- ❖ students not familiar with canvas, websmart, typing, should be part of FYE.
- ❖ ESL students, PT students. this is really important.

### **Common student challenges**

- typical problems: getting books.
- wait listing
- navigating college.
- Too many options
- Too much information

### **Programs**

- Need activities based learning
- integrate into classes. can ESO, Sparkpoint be integrated into classes?
- physically take them to food pantry.
- peer mentors ARE the EPIC leaders for a course. class cohorts
- Orientation and Welcome Week
- Comprehensive academic & student support

#### Peer mentors

- ❖ Match By majors – higher engagement
- ❖ First year focus on getting accustomed to college culture
- ❖ Second to third year on transfer and financial support change them to the peer student assistant

#### Expanded COLTS Con:

- ❖ every new student was on campus for 2 weeks pre term.
- ❖ Each support program do a brief activity with colts con students.
- ❖ needs more than just hearing about services.
- ❖ topics covered should be recorded, so that this is available for all programs to use. Even if topic is covered live in coltscon.
- ❖ could be useful to student who need click by click help. video coaching.

Online:

- ❖ online orientation, needs to incorporate more of support services.
- ❖ make tutoring more accessible by putting it online.
- ❖ Learning Center – address digital divide > services have been digitalized. Students are not familiar with typing, upload to Canvas

**Structures**

- integration of peer mentors, tutors, EPIC, student success strategies - within courses
- College Hour at 12-1 > cohort of students in class 10;30-12, 1-2:30 LEAVES hour in between open. would not require schedule of entire college to change, just for first year students.
- have online survey to let students know which program they are eligible for. steer students into 2 or at most 3 support programs. teach them this as part of colts con and/or jams.
- match survey. helps to target students and point them to most appropriate service.
- Survey used as recruitment tool.
- integrate support with new CRM system.
- as students enroll, if they are eligible for a program, program will reach out and contact each student. connect before college term starts.
- students need both guidance from interest area path AND from programs that they are eligible for, such as ESL Adelante or TRIo.
- Each pathway should have its own expert counselor.
- programs must be incorporated into the common onboarding process (COLTS Con)
- How do students get that first SEP that puts them into cohort? essential to really do FYE. must have right counselor for each path. each path gets their own ret. specialist.
- one group to coach students through entire onboarding process. not handoff to different staff.
- can overlapping services be reduced enough to pay for each Success Team?
- STEM Explorers good at drawing students in to field. need this for every interest area. go beyond ppt slide. multi track orientation, to allow each interest area to shine.
- instructors for cohort classes could be part of orientation program. establish familiarity.
- how to integrate peer mentors with academic support?

## **Best Practice Programs at Canada College**

- 2018 colts con remained enrolled in spring 2019. become peer mentors.
- STEM model – great FYE model
- peer leaders in coltscon are very effective.
- CWA good example of cohorting. how do they get support? when? weekend?
- these are 4 basic services that are essential, at a minimum:
  - academic jams are working.
  - coltscon works.
  - peer mentoring. in several programs. positive effects.
  - Tutoring
  - these plus cohorting of students into classes.

## **Challenges**

- timing of workshops. during class means low attendance.
- how to support PT students? limited time to participate. need to offer supports when they can participate.
- digital divide
- funding for these ideas? what commitment does admin have to redesign of support programs?
- building programs around grants, rather than around students. boost of funds and limiting.

## **Miscellaneous**

- Promise needs to be part of this group.
- grants are there to pilot new programs.

## **Data needed**

- What are numbers of students? how many per interest area? PT, FT?
- online only students?
- students in programs now: ESL, Adelante, TRIO, BTO.
- evening, weekend only