



Guided Pathways Steering Committee Notes

Meeting Date: November 12th

Meeting Time: 2:30pm-4:30pm

Location: Building 2, Room 10

Topic	Discussion/Outcomes
<p>1. Report outs</p> <p>2. Future Structure of GP Steering Committee Part One</p> <p>3. CRM presentation</p>	<p>Attendees: Denise Erickson, David Eck, Margie Carrington, Max Hartman, Manuel Alejandro Pérez, Mary Ho, Michael Hoffman, Chris Rico, Maureen Wiley, James Carranza, Matais Pouncil, Marisol Quevedo, Sean Shang,</p> <p>Guest Speaker: Dr. Karrie Mitchell, Vice President of Planning, Research and Institutional Effectiveness for SMCCD.</p> <p>2:30-2:35: Note taker</p> <p>2:35-3:30: Future Structure of GP Steering Committee Part One:</p> <ul style="list-style-type: none"> • Guiding question: Does our original structure still work? • If not, what factors need to be considered? <p>Agenda items discussion:</p> <ul style="list-style-type: none"> -The CRM presentation will shed light on what will be available to students/success teams/etc. -The strategic priority questions feedback will need to be addressed before we move forward. -The exercise of framing our work from Friday and the absence of language around equity will have to inform the discussion. <p>Marisol: The future structure discussion will be informed from the workshop on Friday. We need to address the challenge of bringing in historical information and legislation. What kinds of documents are we going to put together?</p> <p><u>Friday’s event on Equity with USC’s Center for Urban Education:</u></p> <p>Mary: I can share the feedback we got on Friday from each work group.</p>

Mission Statement

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Mary: The goal of Friday was to help us approach our work from an equity lens. Are we focusing on specific data and specific language on how we are designing our strategic priorities? They did a presentation on how to be racially conscious and how to use specific language in our documents. We did an exercise and a share out, looking at data around the interest areas. They presented a foundation for us to start equity work. They gave us a lot of tools to use.

David: At the state Academic Senate, there was a number of presentations on Guided Pathways. A big topic was using Guided Pathways to inform program review. Making access and the equity gap the focus of program review. Making program review more student-centered.

Mary: Guided Pathways wasn't originally designed through an equity mindset. That was a comment from the presenters on Friday.

David: The idea is to shift the focus to addressing student concerns through program review

Manuel: We use some deficit language and "as needed" and how does that frame the conversation. What does disproportionate impact (a term coined by the state) imply about the work?

If we identify as a Latinx serving institution, why does that not show up in the documents? There is a broad use of the term students and not being intentional of who we are referring to.

We need to make a determination about the structure. Is our original plan still valid?

Mary: In the conversation on Friday, we started looking more at the interest areas and what each piece of information means for the specific interest areas.

Marisol: I think the activity for Friday was great. The way the data was presented via the interest areas makes sense. Now that we have the groups, the initial information that we have

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from the priority areas will help develop things like what the FYE looks like, career exploration looks like, etc. This is where we need to get more folks on board by being a standing item and getting more people working on it.

Future of the steering committee discussion:

Manuel: What would your groups foundational document look like if you went back and added equity language into your plan?

David: For the Redesigning College Process, we are in the diagnostic phase. We are looking at the current problems in the system.

Mary: Approaching from an equity mindset allows us to consider how to address the problems that come up for students.

Michael: From what I understand, the language is about the students, and that when we talk about the students, are we implying that the students have deficits. Our culture is steeped in that kind of deficit language, such as with the Basic Skills Initiative.

Manuel: Can we look at the document and revise for next Tuesday?

Margie: That is too soon. We meet on Monday. If we do it this week, we will miss the opportunity to hear from other voices.

Marisol: For the timeline piece, the language changes for each interest area. I would offer a different approach where we take the feedback and work with our co-leads to revise the works. That's something the leads could do by Friday and then gather thoughts.

Maureen: Perhaps this can be the focus of the next grouping of the steering committee. When we shift to the interest area groupings, perhaps we can all take the strategic priority questions and then as a group, look at how equity can be infused into the interest area work.

Max: I want to have equity at the forefront of each of the interest areas. That was a great exercise on Friday. The language is part of it but it's not all of it. It's not just a place to add in all these words. I don't know if that's the right place to start. If we as a steering committee

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looked at ones that we didn't work on and find places where we could infuse equity language. Looking for those opportunities to build off of what they've already done.

Maureen: With a new structure around the interest areas, if they focus on equity-mindedness when planning their IA's structure, there's a specific ask.

David: The work groups moving forward will focus on the actual actionable solutions for each interest area's group.

Manuel: All group leads will review their documents and the feedback as well as the information from the equity summit. Come with questions and clarifications to Tuesday.

3:30-4:30: Karrie Mitchell CRM presentation

See slides for an extremely clear and detailed presentation.

Group that came together to see how we could use technology to improve student outcomes and improve operational efficiency.

RFP: Request for proposals went out. 7 proposals and presentations came about and the recommendation that came out was Salesforce. The second implementation side is Apex IT.

How many California community colleges are using a CRM?
We are leading the way with this.

Some highlights from conversation:

- Chatbots will be useful to answer easy questions that will reduce wait times and lines for students, especially at the beginning of the semester.
- The best part is the integration of data into a dashboard.
- Right now, the student schedules are not talking to Banner.
- Potential for messaging students not through WebSmart.
- There's a high likelihood that students will be able to select their program of study.

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Upcoming Meetings:

November 19 Bldg. 2-Rm. 10

November 26 Bldg. 13-Rm. 116

December 3 Bldg. 2-Rm. 10

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