

Breakout 1

- Success teams
 - Created positions intentionally that aligned with pathways efforts “Director of EOPS and Pathways”
- Data dashboard
- Student pathways to success
- Benefits to the college

Breakout 2 Get Strong, Start Strong, Stay Strong, Finish Strong- West Hills College Lemoore

- Definition of case management

Connecting students to services, follow up, referrals, success teams, counselors have a specific caseload of students to serve. Shared that this often doesn't happen outside of specific categorical programs. Not transactional, transformational.
- Challenges

Not my job, that's a faculty job, that's for classified folks, how are students divided. Buy in from counseling, equitable workload for counselors, student/staff relationship connections, how do you serve students in multiple programs, counselor to student ration, balance of urgency to capacity to change, concerns about data,
- Lemoore, relatively small college, 62.4% Hispanic, headcount of 7019, ATD leader college
- How did we get here?
 - How do we leverage existing staff to meet students needs
 - 20 to 1 student to counselor ratio's not a reality
 - Every person on their campus is a “retention coach”
 - All staff members have all access to all counseling notes, all academic records, including attendance, canvas information etc.
 - The use of data for good, checking bias at the door
 - Their model is a case management team
 - Associated students places their work in the similar framework (can work on this with Michiko)
 - Lemoore has not had negative feedback about the role of the retention coach
 - EVERYONE AT THE INSTITUTION IS A RETENTION COACH
 - How do you get buy in?
 - One of the carrots is access to data that they've never had before
 - Used the example of the student who is going to lose their financial aid, FA office tells the student to not drop the class, then the professor recommends they drop it- that's why we need to share
 - This does not belong in a department, this is all of us, need buy in from top administration, need it to be embraced campus wide
 - Case management tools (folks were trained how to enter the information in the confidential versus FYI) (students don't have access to the notes about them, but the

students are informed- on some level, focus groups were done and students seem to be on board)

- Urgent and confidential (not shared)
 - DRC
 - PCC
 - Title IX
 - Discipline
 - Documentation status – dreamers, daca, ab 540 perhaps
- FYI (update the tool!)
 - Important conversations with students
 - Referrals to services, counseling, tutoring, financial aid
 - Replaces early alert
- Typical interactions (no report needed)
 - Excused absence
 - Interactions like appointment scheduling
 - Conversations not related to academic performance
- They have faculty counselors and staff advisors (kind of like our counselors and retention specialists)
- Have a canvas shell for all faculty that includes an orientation and a resource guide
- Nudges (sounds like automatic messaging through the CRM)
 - Small pushes in the right direction that encourage certain behaviors, but do not require actions.
 - Some equity gaps nearly closed (can't all be attributed to the tool per se)
 - Nearly 10% increase in persistence and completion
- Career planning course (this is their orientation now)
 - 1 unit career planning course for high school seniors
 - Pilot included 28 students. Out of 28, only 3 changed majors (all changes within the meta majors) and 1 student dropped
 - California Colleges Guidance Initiative (CCGI)
 - They are a partner, colleges can log in and see the career portfolio work that students have done