

Facilitated Discussions and Strategy Sharing (Thursday, March 14, 2013 at 3:00 pm)

Notes from the session about "doing more with less!"

- Authentic Access (e.g.g application deadline) to give access not just to the college but to classes, and support services
- peer mentors to assist students through the process (fund through federal workstudy and BSI)
- Educational advisors (has worked very successfully at some colleges, but is being refuted by counselors at many others)
- Faculty advisors (better use of office hours, get faculty to engage students)
- Senior (HS) Saturdays (highly productive with 900 students served in one all day session)
- High touch orientation (spend 5 hours with students to really get them acquainted. will pay off in the long run)
- Need systems to help us share ideas with each other to learn, and gain efficiencies from colleagues
- Need alternatives to expensive assessment tools such as Compass and Accuplacer
- How can we tailor our services to align with the resources available? Could we triage by student group/need?
- Utilize technology to augment services (degreeworks, Cynosure, EAdvise)

Discussion Leaders: Mandy Davies and Jeff Baker

Notes from session on Governance Challenges in Implementing New Title 5 Regulations

the group discussed the complexity of the Student Success Act components and talked about needing to define what is actually required and who is responsible for leading the change(s).

- an example was offered about effective use of existing committees and that their membership can be more productive than creating a bunch of new committees.
- there were numerous comments about how important it is for student support folks to work with Instruction as partners, rather than as adversaries.
- one college offered that they require Degree Audit training and an ed plan as part of the Financial Aid application and appeals process.
- the role of technology was cited throughout the session; an example was offered of a degree audit data base that includes comprehensive high school EAP scores and grades as

part of the Ed planning and counseling process. This same college also utilizes instructional faculty advisors to help students develop and review their ed plans.

- incentivizing counselors with a little healthy competition was also suggested as a way to get buy in. In this example, a little award was given each week to the counselor who completed the greatest number of Ed plans.
- focus on incoming students was noted as extremely important. One college is piloting an "adopt-a-freshman" program where each student support services staff member is going to be assigned 25 entering students to follow and connect with in their first semester.

Discussion Leaders: Erika Endrijonas and Ron Travenick

Student/Faculty Notification and Implementation of New Mandates

Ideas on communicating changes to students

Mass Communication

- Registration system
- Email
- Text
- Facebook
- Twitter
- Portal
- Class Schedule

Need to test how students are understanding the information

Need a template on communication from Chancellors Office, so we are consistent state-wide (which they are working on)

Need to education students this semester (spring 13)

Do a more targeted messaging fall

Build into semester and as faculty to talk about in class (VPSS should talk to faculty senate)
faculty need to deliver this change in class more effective than any mass communication)

Need to communicate the impact with other groups, specifically financial aid

Some ideas from colleges:

Ventura's HUM waivers

Student Success Teams (Connecting counseling faculty with instructional faculty (West Hills)

Discussion Leaders: Peter White and Dennis Bailey-Fougner