Implementing Student Success Teams: Building a New Model of Collaboration

Monday March 25, 2019

Dr. Lataria Hall, Vice President of Student Services
Monica Cuevas, Dean of Counseling
Dr. Natalie Culver-Dockins, Director of Counseling and Special Programs

Session Goals

• Creation and initial implementation at Fresno City College
• Best practices for implementation of Student Success Teams
• Challenges along the way
• Strategies and ideas for implementing your team model
Know Your “Why”

Most community college students never reach a defined end goal.

Students who do reach goals take a long time to do so.

Older and working students are often left behind.

Community colleges are more expensive than they appear.

Serious and stubborn achievement gaps persist.

High-need regions of the state are not served equitably.

Aligned Resources and Programs to Put Students First

<table>
<thead>
<tr>
<th>THE TOOLS</th>
<th>THE HOW</th>
<th>THE WHAT</th>
<th>THE WHY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Developmental Ed. Reform (AB 705 and AB 1805)</td>
<td>Clarify the path</td>
<td>Increase certificates and degrees</td>
<td>Our Students and Communities</td>
</tr>
<tr>
<td>California Promise (AB 10)</td>
<td>Enter the path</td>
<td>Increase transfer to CSU and UC</td>
<td></td>
</tr>
<tr>
<td>Associate Degrees for Transfer</td>
<td>Stay on the path</td>
<td>Decrease units to complete</td>
<td></td>
</tr>
<tr>
<td>Regulatory Reform</td>
<td>Ensure students are learning</td>
<td>Increase employment in field of study</td>
<td></td>
</tr>
<tr>
<td>Student Centered Funding Formula</td>
<td>Guided Pathways allocations</td>
<td>Close equity gaps</td>
<td></td>
</tr>
<tr>
<td>Guided Pathways</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Two-Year College Perkins Act</td>
<td>Vision for Success</td>
<td>Close regional achievement gaps</td>
<td></td>
</tr>
</tbody>
</table>
A Team Approach to Student Success

• Collaboration between:
  o Student Services
  o Instruction
  o Administration

  ....To serve students in an intentional and intrusive manner
Student Success Team Connections

- The model addresses the success metrics in the new CCCCO funding formula
- Aligns with the Guided Pathways and College Promise initiatives
- Aligns with the CCCCO Vision for Success
  - Completion
  - Student education plans
  - Transfer

Best Practices for Implementation

- Support from the President
- Branding and marketing
- Resource Allocation
- Starfish
- Listening Tour
- Cross pollination
- Data driven decisions
- Student success focused activities
- Sequence mapping
- Wrap around services
- SST Leadership Structure
Data Driven Decisions Using TABLEAU

2019SP Success Team Dashboard - Updated 2019-03-11 (6 days ago)

Number of Students

22,961

Select Bubble to Filter by Division

NOTES:
Please use discretion in the use of this data. All use of this data should be tied directly to improve our student success goals, specifically in the areas of retention and completion. EDC 78220-78222 does not want this information to be used to advance funding or for general department announcements.

2019-2022 Student Equity Plan-Student Populations (EDC 78220-78222)

- **Designated Student Category and Gender**
  - Current or former foster youth
  - Students with disabilities
  - Low-income students
  - Veterans
  - Homeless students*
  - Lesbian, gay, bisexual, or transgender students*

- **Ethnicity/Race and Gender**
  - American Indian or Alaska Native.
  - Asian (FCC to add Southeast Asian)
  - Black or African American
  - Hispanic or Latino
  - Native Hawaiian or other Pacific Islander
  - White
  - Some other race
  - More than one race

*Self-disclosed
### STARFISH Early Alert

<table>
<thead>
<tr>
<th>FCC Flags and Kudos</th>
<th>FCC Progress Survey Sent to...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subtotal Manually Raised FCC Flags</td>
<td>Unique Instructors</td>
</tr>
<tr>
<td></td>
<td>Subtotal Survey Raised FCC Flags</td>
</tr>
<tr>
<td></td>
<td>Unique Sections</td>
</tr>
<tr>
<td>Total Flags Raised</td>
<td>FCC Progress Survey Completed by...</td>
</tr>
<tr>
<td></td>
<td>Unique Instructors</td>
</tr>
<tr>
<td></td>
<td>Unique Sections</td>
</tr>
<tr>
<td>Kudos Manually Raised</td>
<td>Total Unique FCC Students With a Flag or Kudos</td>
</tr>
<tr>
<td>Kudos Survey Raised</td>
<td></td>
</tr>
<tr>
<td>Total Kudos Raised</td>
<td></td>
</tr>
</tbody>
</table>

**Total Flags and Kudos Raised** 5761

**Total Flags Raised** 2566

**Kudos Manually Raised** 82

**Kudos Survey Raised** 3113

**Total Kudos Raised** 3195

---

### Starfish Case Management

#### My Success Network

- **FCC College Relations**
  
  First time students who are just starting at Fresno City College need to meet with a counselor in the College Relations Office. You will help you with setting up your email, logging into WebAdvisor, and completing all the required steps to becoming a successful student.

  **CALL**

- **FCC Honors Program**
  
  The Hovanisian Honors Program at Fresno City College has a team of counselors that are dedicated to your success. If you are a current FCC Honors student, you can use this service to schedule a counselor appointment.

  **SCHEDULE**

- **FCC Math, Science and Engineering Student Success Team**
  
  We have teams of counselors who work closely with each academic division and are ready to provide you specialized counseling for your major. Majors: Biology, Chemistry, Engineering, Geology, Mathematics, Physics.

  **SCHEDULE**

---

**FCC Transfer Center**

We help students successfully transfer to a four year institution. The Transfer Center offers and to students in the transfer process to receive a smooth and positive transition. We provide information and resources to assist you in the transfer process.

**SCHEDULE** **CALL**
Challenges Along the Way

- Paradigm/Culture Shift
- Getting the buy in to help remove the silos
- Getting accurate data
- Language is important
- Programmatic structure
Goal 1
Educational Excellence and Leadership in Higher Education
Fresno City College will challenge students to reach their highest academic potential and facilitate processes that lead to successful completion of their educational objectives

Objectives
1.1 Close retention, success, and GPA gaps
1.2 Increase graduation and transfer rates
1.3 Enhance short-term career readiness, occupational programs, and educational pathways leading to employment, a certificate, a degree, transfer, or an advanced degree
1.4 Support effective strategies to enhance quality instruction and support services in order to achieve program, service, and institutional student learning outcomes (ISLOs)
Results of SST Efforts

Degrees and Certificates Awarded

Next Steps

- Increase faculty involvement with the Student Success Team
- Data coaches train the trainer
- Provide more student specific services within learning areas/divisions
- Fully launch Starfish Enterprise Success Platform
Congratulations on meeting your educational goal!

Questions??????

For More Information:

Dr. Latoria Hall
lataria.hall@fresnocitycollege.edu
(559) 443-8558

Monica Cuevas
monica.cuveas@fresnocitycollege.edu
(559) 442-8226

Dr. Natalie Culver-Dockins
natalie.culver-dockins@fresnocitycollege.edu
(559) 443-8627