

# Implementing Student Success Teams: Building a New Model of Collaboration

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 Fresno City College



## 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

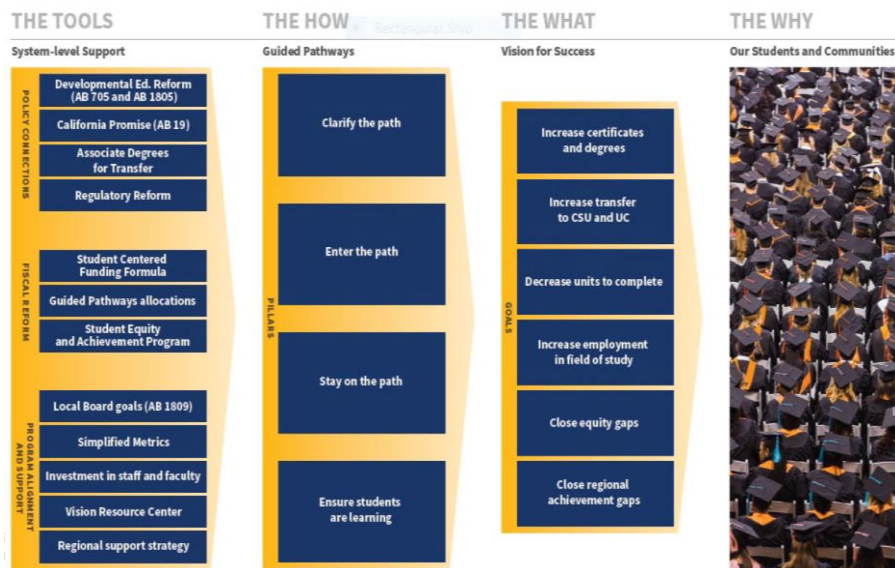


SERIOUS AND STUBBORN ACHIEVEMENT GAPS PERSIST



HIGH-NEED REGIONS OF THE STATE ARE NOT SERVED EQUITABLY

## ALIGNED RESOURCES AND PROGRAMS TO PUT STUDENTS FIRST

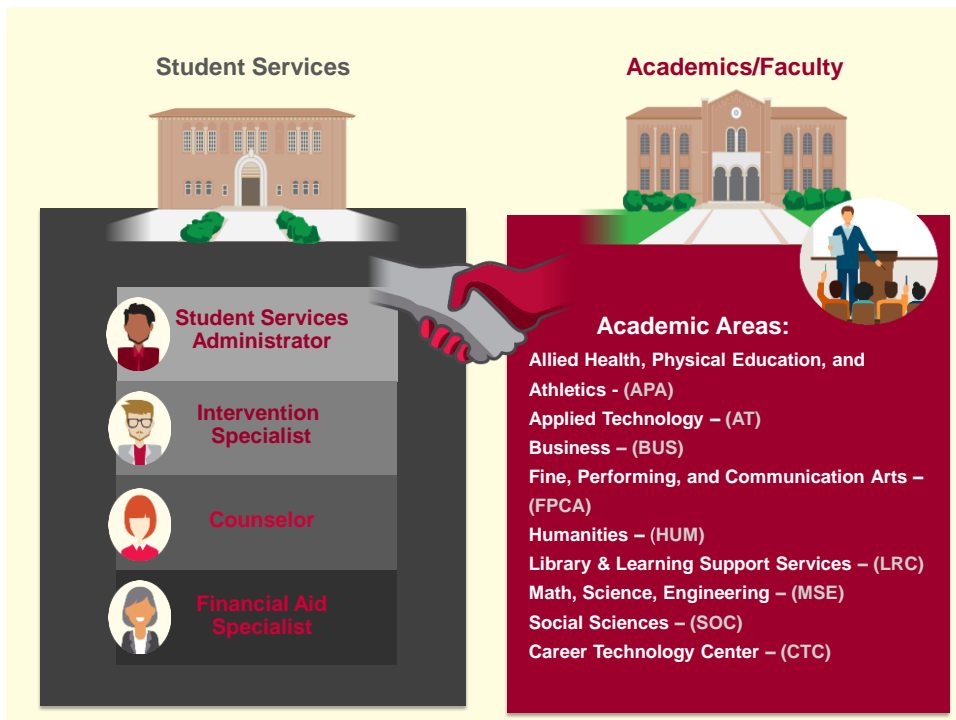


## A Team Approach to Student Success

- **Collaboration between:**

- **Student Services**
- **Instruction**
- **Administration**

**....To serve students in an intentional and intrusive manner**



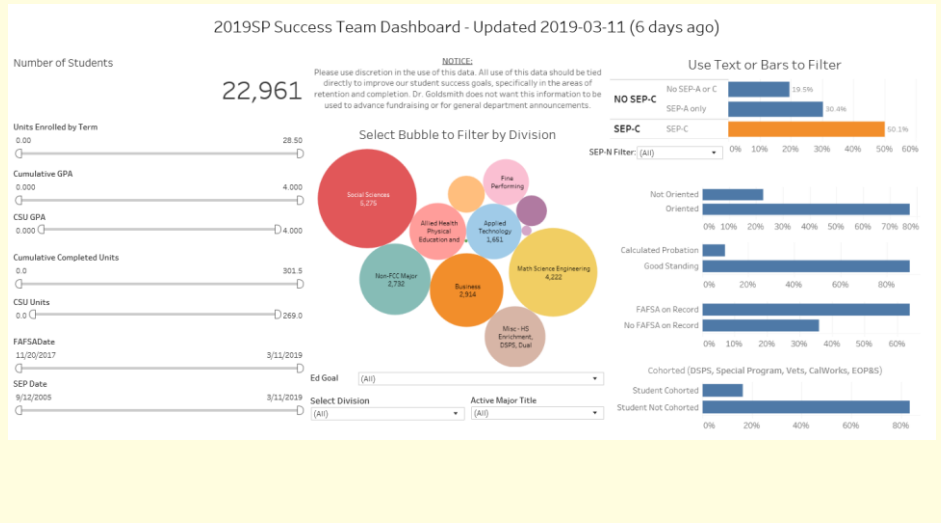
## **Student Success Team Connections**

- 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 | • Data driven decisions              |
| • Branding and marketing     | • Student success focused activities |
| • Resource Allocation        | • Sequence mapping                   |
| • Starfish                   | • Wrap around services               |
| • Listening Tour             | • SST Leadership Structure           |
| • Cross pollination          |                                      |

## Data Driven Decisions Using TABLEAU



## 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

FCC Flags and Kudos	
Subtotal Manually Raised FCC Flags	231
Subtotal Survey Raised FCC Flags	2335
<i>Total Flags Raised</i>	<i>2566</i>
Kudos Manually Raised	82
Kudos Survey Raised	3113
<i>Total Kudos Raised</i>	<i>3195</i>
<b>Total Flags and Kudos Raised</b>	<b>5761</b>

FCC Progress Survey Sent to...	
Unique Instructors	650
Unique Sections	1650
FCC Progress Survey Completed by....	
Unique Instructors	120
Unique Sections	292

<b>Total Unique FCC Students With a Flag or Kudos</b>	<b>4211</b>
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## Starfish Case Management

☰ My Success Network
Search for Students

**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. We 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 Leon S. Peters 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](#) ☰

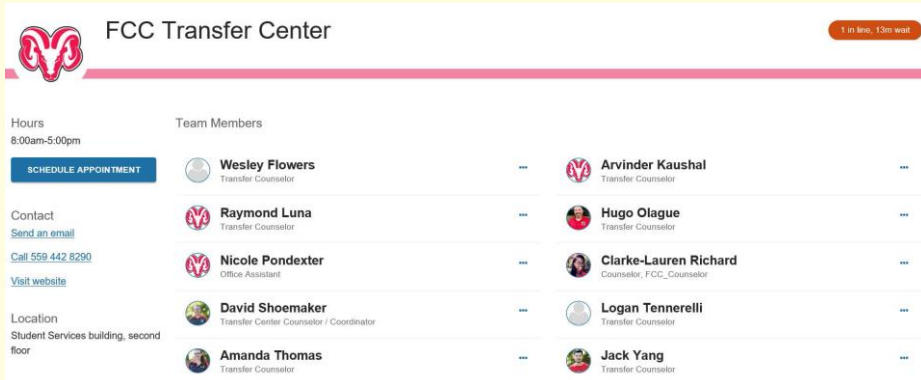
1 in line, 13m wait

**FCC Transfer Center**











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

[SCHEDULE](#) [CALL](#) ☰

## Starfish Case Management



The screenshot displays the FCC Transfer Center website. At the top left is the logo, and the title "FCC Transfer Center" is centered. A "1 in line, 13m wait" indicator is in the top right. The page is divided into sections: "Hours" (8:00am-5:00pm) with a "SCHEDULE APPOINTMENT" button; "Contact" with links for "Send an email", "Call 559 442 8290", and "Visit website"; and "Location" (Student Services building, second floor). The "Team Members" section lists eight staff members in two columns, each with a profile picture, name, and role.

Team Members	
 <b>Wesley Flowers</b> Transfer Counselor	 <b>Arvinder Kaushal</b> Transfer Counselor
 <b>Raymond Luna</b> Transfer Counselor	 <b>Hugo Olague</b> Transfer Counselor
 <b>Nicole Pondexter</b> Office Assistant	 <b>Clarke-Lauren Richard</b> Counselor, FCC_Counselor
 <b>David Shoemaker</b> Transfer Center Counselor / Coordinator	 <b>Logan Tennerelli</b> Transfer Counselor
 <b>Amanda Thomas</b> Transfer Counselor	 <b>Jack Yang</b> Transfer Counselor

## Challenges Along the Way

- **Paradigm/Culture Shift**
- **Getting the buy in to help remove the silos**
- **Getting accurate data**
- **Language is important**
- **Programmatic structure**

# FCC Knows Our "Why"

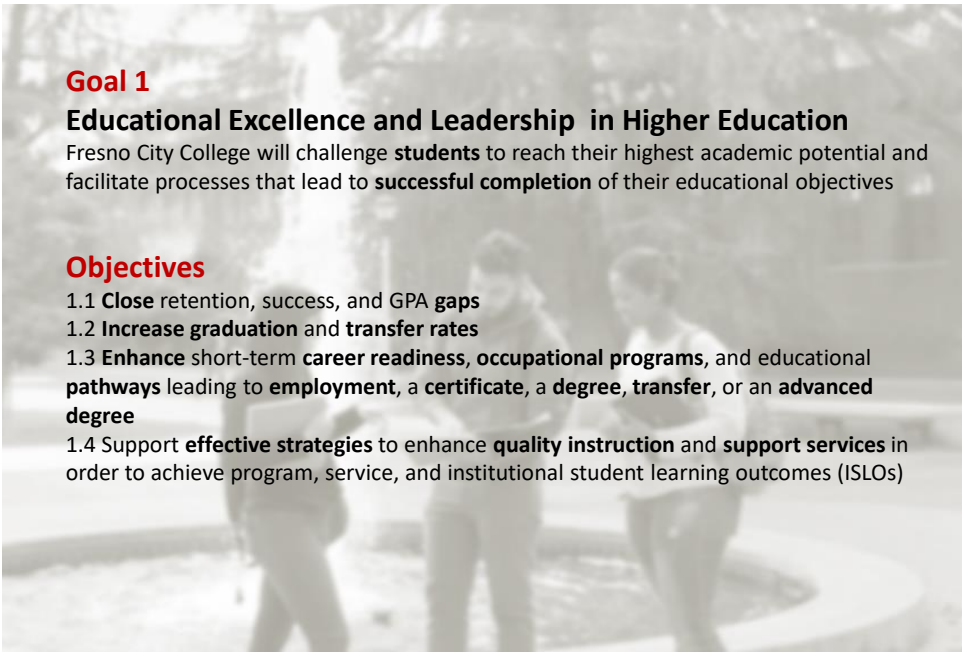
## Goal 1

### Educational Excellence and Leadership in Higher Education

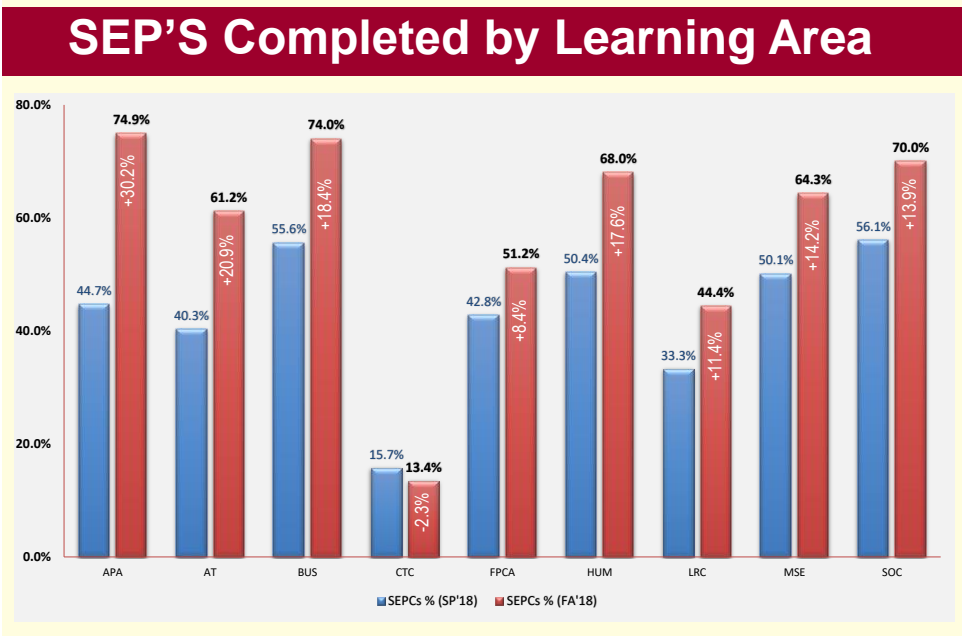
Fresno City College will challenge **students** to reach their highest academic potential and facilitate processes that lead to **successful completion** of their educational objectives

### 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)

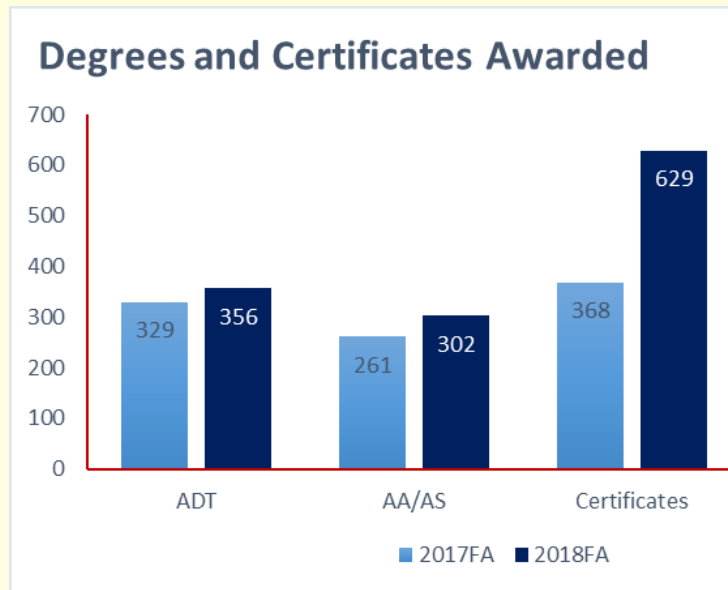


# SEP'S Completed by Learning Area





## Results of SST Efforts



## 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



## Questions??????

*For More Information:*



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