AGENDA

**Success Team summit 1: pilot team panel**

*Inspire, transform, and empower*

Friday, May 8from9-10:30am

[**Webinar recording + transcript**](https://zoom.us/rec/play/v5QucL2qp283TNfA5QSDU6d8W9XsKamsgHVP_qIJxRq8AHgLNVSlYuEVMLc53LkaX7L3xlM3PR5rbPvw?startTime=1588953635000&_x_zm_rtaid=F-uuUXJ3SkiQl2liNIk35A.1590609004046.f512141ca2bd65eb6805bbf99abbcb6b&_x_zm_rhtaid=645)

Agenda

Webinar purpose:

* *Understand what a success team is & how it will help support students*
* *Understand the roles people can play within a success team*

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| **Time** | **Agenda item** |
| 8:40 | **Prep + tech check**  Join webinar using your unique panelist link (see calendar invite)   * Host settings: allow panel unmute; allow video; turn off exit/enter chime; disable annotation * Attendee: x raise hand; x participant count * Video: active speaker view |
| 9:00 | **Introduction & opening**   * Purpose of webinar today * Introduction |
| 9:05 | **Webinar norm-setting** **& reflection**   * How to participate using webinar features * Reflection: What is your why? What motivates you to do the work you do at SAC?   + SAC mission: Inspire, transform, and empower   + *Click on “chat,” select “panelists + attendees,” then type in your response* |
| 9:10 | **Overview: What is a success team?**  Why the success team approach?   * Context: SAC model (GP forum - 90 day challenge)   + Success team for each CAP   + Advising team - name, functions/roles, planning   + Roles - not all roles would be filled immediately * 3 basic goals - pilot has more goals 4 * Descriptive data for CAP - data from Tyler * Introduce team + panelists |
| 9:20  ~15 min total | **Success team roles + introduction**  *Brief introduction*  *Define your role - What you do, impact*  *Share what you enjoy most about being part of a success team*  Lead Counselor - Steve Bautista  Discipline Faculty Lead - Stacy Russo  Student Success Coach - Sara Vu & Tanisha Burrus  Career Coach - Aurea Gandarilla |
| 9:35  30 min total | **Presentation: Working together as a success team**  Brief overview:   * Setting goals for the team * How are we doing in reaching those goals? * Information gathering * Communication |
|  | **Brief overview of additional goals (future ed pilot)**:   * English and Math (first year attempt & competition) * Retention (fall-spring) * Assist near-completers * Ensure all students in CAP came to program orientation (program overview) * One contact with discipline faculty lead (didn’t quite operationalize yet)\* * Self-assessment for students   + To identify interests & needs - drafted with research   + Challenge: survey response not as robust (sent 2-3 times) * Early field work experience (courses, jobs, service learning) * Created a student session in fall/spring - importance of field work for students (before service learning orientation); “finding field work”; connect students with field work immediately after |
|  | Details: Information gathering  **Taking inventory**: Everyone becoming familiar with existing resources/ division offerings   * Existing resources: catalog all offerings that relate to the CAP * Process, policies, procedures: Learn about how different processes work; learn about existing policies and regulations that unnecessarily create barriers for students * What prevents students (structurally) from completion? Accessing existing events/ resources?   **Data**: How are students choosing a major? Are they meeting goals?   * Asked IR for info   **Invited guests** to join meetings to learn more   * near completers: counselor who handles students who are near completion; discover more about process - see how team can work together * early alert: all faculty in dept to make sure they were aware of early alert. Some faculty didn’t know about the process at all; reached out to students struggling in classes |
|  | Details: Communication  Agenda, choosing format, communication to students  **E.g. Communicating career opportunities to students**   * + Career coach notify CAP team (flyer/ job announcements)   + faculty lead forward to faculty members in CAP, who then share with students (e.g. on canvas)   + Success coaches targeted student group communication     - Email to student database; Campaign with student assistants (targeted roster, specialized email, phone call, some text)     - Collaboration with student services for info dissemination, connect with specialized programs (where students are, and also database to pull from for targeted campaigning) |
|  | Supporting students with their career  Connect the dots for students & remove barriers   * + Employer agreement (recruitment) with SAUSD     - Build solid connection/ access to paraeducator jobs     - **Targeted partnerships;** Students - first access (“perks” to CAPs)   + Community partnerships     - Library     - Professional associations * Road to teaching conference (leveraging existing event)   + paid event but funded students to attend for free (using grant resources)   + Opportunity to learn about teaching profession, PD |
|  | Details: Setting goals for the team  What we’re doing, our role, measurable goals for our CAP students & the team  **Goals (for all success teams)**:   1. **Ensure students are in correct major** (accurate CAP info - make sure they are in right major) 2. **Financial aid** (Pell eligible were receiving); 3. **Ed plan** (every student, 2 sem or comprehensive ed plan); |
|  | Goal 3: Ed plan  **Targeted campaign** for those who did not have their ed plan   * + Individual outreach (via phone call and text messaging) + book a counseling appt to complete ed plan   General outreach   * Had a counselor go to the building where most CAP courses are taught, stand outside classes with a sign: “*See counselor and schedule an appt*” * Presentation to classes (success coaches)   Considerations:   * + Need to establish procedure with lead counselor - faculty, ed plan complete, book appt for students (assign someone to do it)   + Increase volume of students needing appointments & impact on counseling capacity. Students need to be helped quickly; a lot of back and forth = students may not complete ed plan |
|  | Next steps/ to consider for CAPs:  More we do to connect as a CAP and with students  **Streamline student communication**  New students are inundated with emails   * + Outreach within each CAP - visual branding, streamlined, concise with call to action   + instead of getting different emails from different people - it looks familiar & students know it’s coming from their own CAP   **Kick-off event for students**   * + SAC days last fall   + What we envision as a grand kick-off   Who/ what is a success team? Community? Understanding who students can turn to when they need support |
| **10:05** | **Q&A**  Kerry comment - “what an impressive team!”  Mary question: current pandemic: “How are future educators…”  Theme: collaboration, communication with dif areas of co  llege, within team, identify **existing barriers for students and working to remove them**, relationship building, intentional comm/have students see value, belonging etc    Role of research/ collab - Steve mentioned pulling data for persistence  Caseload management   * *You mentioned many goals for students including ed plans and field work experience - How did you keep track of students & whether they’ve met certain goals?*    + Follow-up for Stephanie - *What system would success teams be utilizing moving forward?* (Spreadsheet/ tracking related Q → share about Starfish)   Question from registration   * Stephanie - *Can SCE counselors and faculty participate on the success teams?*   Capacity/ workload/ funding related questions   * Stephanie - |
| 10:20 | **Reflecting on your experience so far...**  *Asked everyone joining the webinar to share your WHY, when we first started today. Let’s now hear from the panel - What is your WHY - what motivates you to do this work?*  Notes from planning call included below:   * **Tanisha**: more ways to work with students, resources, data, faculty, collaboration (personally and professionally). Nice to be able to connect with others doing the work. * **Steve**: small pockets of students in different programs but this was an exciting opportunity to scale, test it out to see how it goes, collaborate in new way * **Stacy**: as chair of library tech program, want students and program to be successful * **Sara**: GP as a whole happening at other colleges, best practices show at other schools, drawn to the work to help students, GP possible answer to that * **Aurea**: see myself when I was a student, was in CC for 4 years because I “couldn't figure it out.” SAC GP is giving me hope to help them (through personal exp and as an alum of SAC), excited to see this on campus and being part of it |
| 10:25 | **Closing & next steps**   * How to get involved (sign-up?) Th * May 22 success team part 2 |

**Notes:**

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| Details: How are we doing in reaching our goals?   * Case management   What we did: spreadsheet with name, activities/goals to track   * + E.g. Ed plan: look at who completed ed plans   + Field work: cross-reference students in CAP with those doing service learning through classes   + Challenge: didn’t quite have the best tools to do that. Need a better tool that allows us to pull data (rather than manually pulling info from the online registration system; time consuming process/ challenge for bigger CAPs) * **Data**/tracking - measure results to look at impact   + Goal - analyze at the end | Address during Q&A |