

# Student Support (Re)defined and Guided Pathways: Bringing Students onto the Pathways

SUNY Guided Pathways Project  
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Dr. Darla Cooper  
Executive Director

# The RP Group

[www.rpgroup.org](http://www.rpgroup.org)

## Mission

- Strengthen California Community Colleges' ability to gather, analyze, and act on information in order to enhance student equity and success

## Services

- Research, evaluation, planning, professional development, and technical assistance—designed and conducted by CCC practitioners

## Organization

- 501(c)3 with roots as membership organization

# Presentation Outline

- Overview of Student Support (Re)defined
- How Everyone Can Support Student Success
- Intersections between Student Support (Re)defined and Guided Pathways

# Overview of Student Support (Re)defined

# Research Question

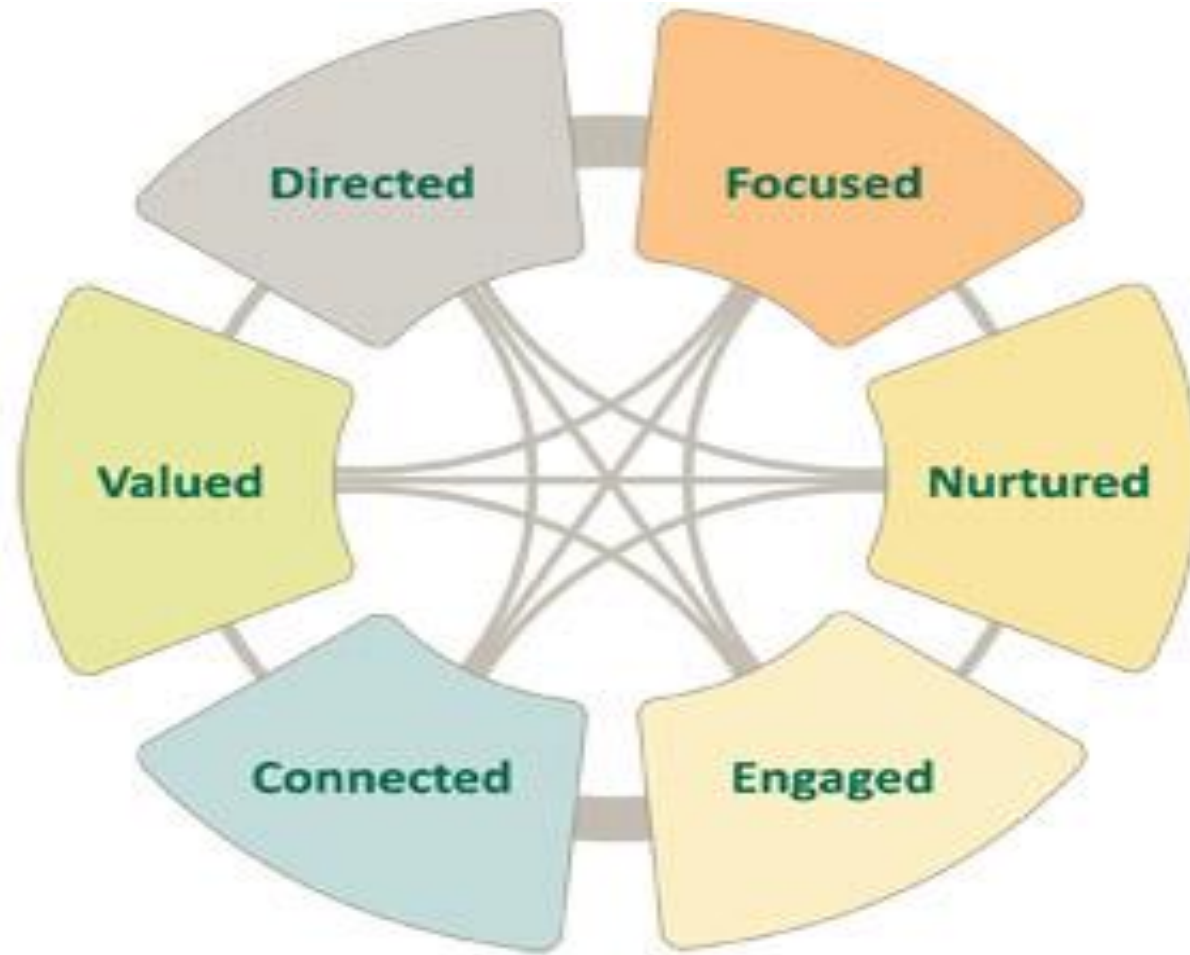
In an environment of extreme scarcity, which student support activities can be delivered inside and outside of the classroom to improve success for all students, paying special attention to African-American and Latino learners?

# Participating Colleges

- 2012-2014
- Study participants:
  - 13 California community colleges
  - 900 participants (current students, completers, leavers)
- Study activities:
  - Phone surveys, campus-based focus groups
  - Regional convenings
  - Presentations
  - Action guides, practical examples, tools



# Six Success Factors



# Student Voices: Directed

*I came here for liberal arts and then I got offered to take several human resources and business classes. I was doing well in these classes and just going along and the professor asked me, “What are you here for? What are you doing?” I said, “Just having fun and stuff.” He said, “You really need to focus on something.” So it was the instructor that helped me choose a direction.*



# Student Voices: Focused

*On my college website, they have a “degree works” system where I can go and check all the classes I’ve taken. And I keep looking at it when I’m a little down. I think, “Oh, I’m almost there.” So, it’s kind of a big motivator. I see my grades and what I’ve accomplished and it lifts my spirits.*

# Student Voices: Nurtured

*The first day I came to campus to register, I was lost and didn't know where to go. I unintentionally ended up in DSPS office and there's a lady that sits in front. . . . She was very helpful to me. She actually told me exactly what I have to do. . . . She even sat down with me on the computer to help me finish my registration. And she has been very helpful since then. I really feel that . . . when somebody cares about you, it makes you more responsible. Because she's been taking care of me, I think that I have to do my best. Whenever she talks about me she says, "This is the student that I helped and he's so successful."*

# Student Voices: Engaged

*For me [engagement] happens in the classroom, outside of the classroom and in activities. . . . For me it's important to do all three. That's just the type of learner I am because I'm not just here to . . . be in the classroom and engage in the classroom and then leave and not engage. I have to because otherwise I'll forget what I just learned or it's a waste of time for me to be here.*

# Student Voices: Connected

*I think . . . making the student feel more connected, it sort of lies a bit within the professors as well. Because there's been some classes where the professor has one or two tests a semester and doesn't lecture and it's all based on the book. And you don't feel very connected to that class. Whereas you can have a professor that fully engages you in lectures. There's classwork spread throughout the whole semester and you can see he really cares. You're more motivated to go to that class to be at the school.*

# Student Voices: Valued

*I worked in a particular field so I bring my professional experience to the classroom and I feel that's valued. I've been told I bring an enormous professional background, specifically in debates and in answering questions about my professional experience and organization . . . .I'm able to make arguments about why you don't do certain things . . . So, yeah, in that sense, I feel very valued.*

# Key Themes

1. Colleges need to foster students' motivation.
2. Colleges must teach students how to succeed in the postsecondary environment.
3. Colleges need to structure support to ensure all "six success factors" are addressed.
4. Colleges need to provide comprehensive support to historically underserved students to prevent the equity gap from growing.
5. Everyone has a role to play in supporting student achievement, but faculty must take the lead.



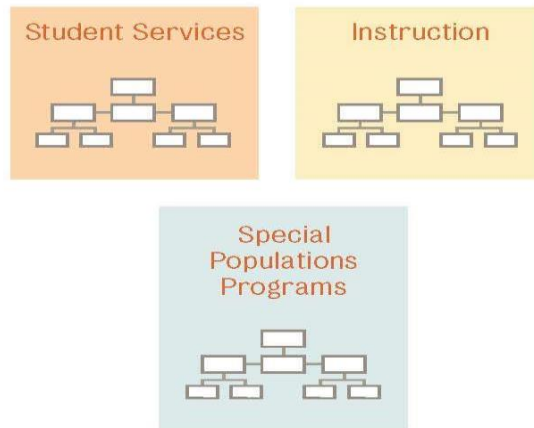
# Questions?

# 10 Ways Everyone Can Support Student Success

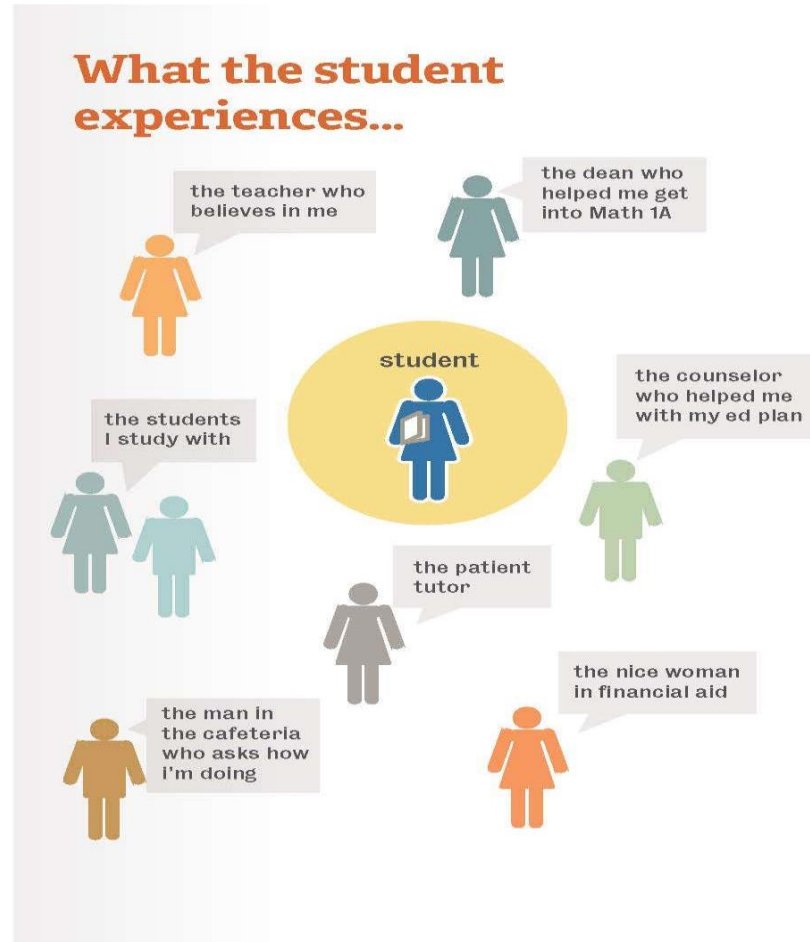


# Differing Perspectives

## What we see...



## What the student experiences...



# 10 Ways Everyone Can Help

1. Ask students why they are in college (*directed, focused, nurtured*)
2. Help students navigate their way through the different offices, programs and services at the college (*connected, directed, engaged*)

# 10 Ways Everyone Can Help

3. Connect students with services or resources that can help them with career exploration, goal selection and ongoing academic assistance (*directed, engaged, connected*)
4. Have high expectations for students and hold them accountable (*focused, nurtured*)

# 10 Ways Everyone Can Help

5. Ask students for feedback about their experience, including what works, what needs improvement, and what's missing (*engaged, valued*)
6. Encourage participation in out-of-class activities that support their learning (*engaged*)

# 10 Ways Everyone Can Help

7. Help students build peer support networks  
(*connected, valued*)
8. Show students that you are proud to work at your institution and that they should be proud to be enrolled at your community college  
(*connected*)

# 10 Ways Everyone Can Help

9. Recognize the value of students' talents, abilities, skills and experience and connect them with opportunities to contribute (*valued*)

10. Communicate and demonstrate to students that you care about their success (*nurtured, valued*)

# For Administrators

- Support college policy that encourages mandatory enrollment in student success classes or educational planning that specifically addresses how to make and track progress toward goal achievement and engage with the college both inside and outside the classroom (*directed, focused, engaged, connected*)
- Widely promote opportunities for students to engage in clubs, extracurricular activities, and campus leadership (*engaged, connected, valued*)

# For Administrators

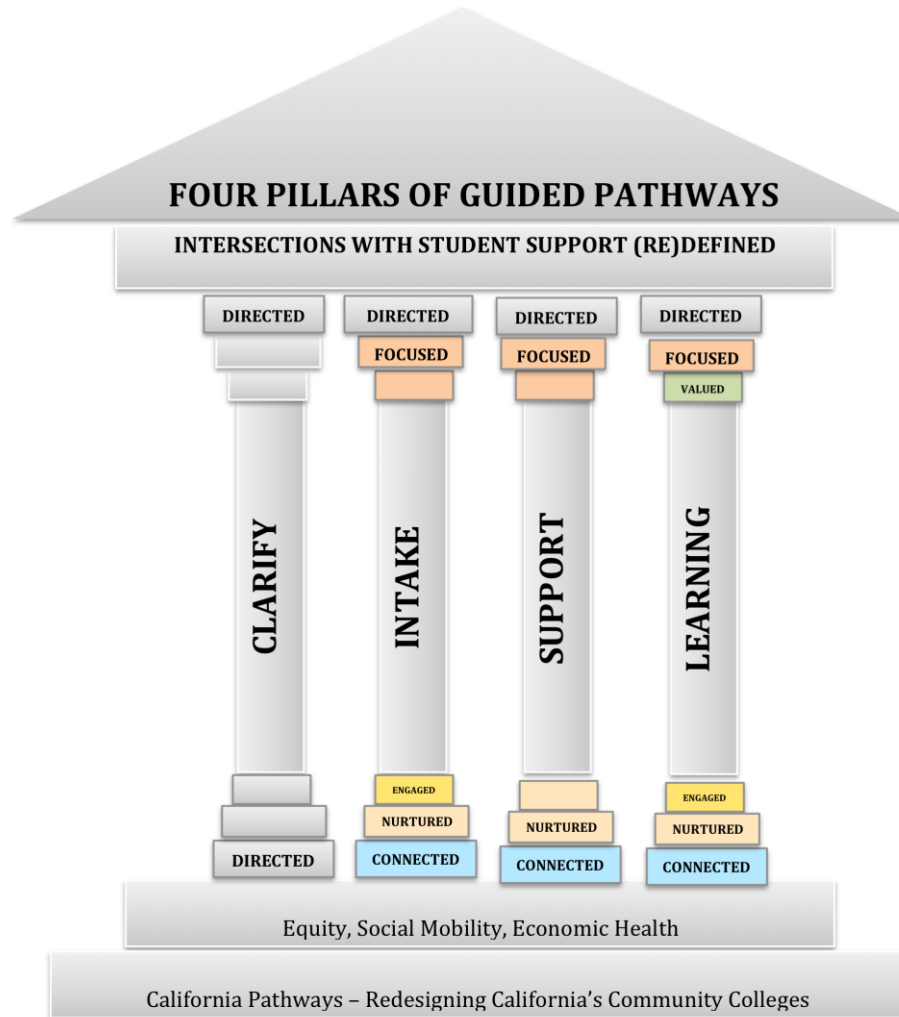
- Create opportunities for students to receive assistance and information upon entry that helps them select and plan for an educational direction (e.g., establish a welcome center or one-stop-shop for enrollment services) (*directed*)
- Consider ways to bolster the community college image not as an educational stop-over, but as a place of pride and worth in the students' postsecondary experience (*engaged, connected*)



# Discussion

- What else can you do as an individual to help students experience the six success factors?
- What can your program/department do to help students further experience this success factor?
- What can your college do to help students further experience this success factor?

# Intersections between Student Support (Re)defined and Guided Pathways



# Using The Success Factors To Facilitate Guided Pathways Planning

- Which of these key intersections are **missing** in your current efforts? (M)
- Which intersections are of **greatest priority**? (P)
- Which ones have the potential to make the **greatest impact**? (I)
- Which would be the **easiest to implement**? (E)
- What are the **immediate opportunities** to advance guided pathways planning and implementation using the success factors?
- What **challenges do you anticipate** to integrating the success factors with your guided pathways effort?
- **Who is, and who needs to be engaged** in your guided pathways effort?

# Next Steps

- Consider the students' perspective and that it is different from your own
- Share your own practices and those you heard today with your colleagues
- Try a new approach

# Student Support (Re)defined Resources

<http://www.rpgroup.org/projects/student-support>

- Research brief and full report
- Action guide
- 10 Ways Faculty Can Support Student Success
- 10 Ways Everyone Can Support Student Success
- Featured practices primer

# Thank you!

Contact Information:

Dr. Darla Cooper

[dcooper@rpgroup.org](mailto:dcooper@rpgroup.org)