



## **Norco College**

### **Student Support (Re)defined and Guided Pathways**

### **Presentation**

### **January 2019**

The Research and Planning Group for California Community Colleges (RP Group) is proposing to conduct a training for a group of Norco College (Norco) student services staff on January 24-25, 2019 related to the intersections at the college of Student Support (Re)defined and Guided Pathways. The goal of this presentation will be to provide an introduction to the six success factors from the Student Support (Re)defined research, identify the intersections found with Guided Pathways, and help attendees leave prepared to examine how they can in their roles as counseling clerks, advisors, and coaches help students achieve the six success factors, focusing specifically on the onboarding process. The RP Group will cover the expenses for the presentation under a Guided Pathways technical assistance contract, with the exception of hotel costs for two presenters, which will be covered by the college. A description of the proposed training is outlined below.

*How Guided Pathways and Student Support (Re)defined Intersect to Help Students Clarify, Enter, and Stay on a Path*

#### **Thursday, January 24**

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|------------------|---|
| <b>11:00</b>     | <b>Departure (Meet at Mustang Circle)</b>   |
| <b>12:30</b>     | <b>Arrive at UCLA Conference Center</b>   |
| <b>1:00-1:15</b> | <b>Introductions and review of agenda and outcomes</b>  |
| <b>1:15-2:00</b> | <b>Understanding Each Other's Roles</b><br>Individuals will write down what they believe their roles are. Then attendees will gather into role-alike groups (i.e., those with same role), share their individual views of their roles, and then collectively come up with one description of the role to be shared with entire group. |
| <b>2:00-2:45</b> | <b>Overview of Student Support (Re)defined</b><br>Presenters will share the results from a study conducted by the RP Group that asked nearly 900 students from 13 California community colleges what they   |

think supports their educational success, highlighting how each of “six success factors” helps them meet their goals.

**2:45-3:00      Break**

**3:00-4:00      10 Ways Everyone Can Support Student Success**

The presenters will share a resource developed from the study, [10 Ways Everyone Can Support Student Success](#), followed by a discussion inviting participants to (1) identify which of the 10 ways fit within their roles and how they can incorporate this practice into their work, and (2) brainstorm additional ways or practices that they could use to support student success.

**4:00-5:00      Check In-Room Assignments**

**5:00-6:00      Student Support (Re)defined and Guided Pathways**

The presenters will provide a brief overview of the guided pathways framework, followed by how the six success factors support each pillar of the guided pathways framework utilizing [Crosswalk: Where Student Support \(Re\)defined and Guided Pathways Meet](#), a tool designed to help colleges make the connections between Student Support (Re)defined and Guided Pathways. The focus—given the roles and responsibilities of the participants—on Guided Pathways Pillar 2 (entering the path) or onboarding.

**6:00-6:30      Preparing for Day Two – How Norco Defines “Onboarding”**

The presenters will facilitate a conversation with the goal of arriving at an agreed upon definition and description of the onboarding process at Norco in preparation for tomorrow’s conversation (i.e., how students are being prepared/directed to enter one of the four Norco trailheads).

**6:30-7:30      Dinner**

**7:30-10:00      Free Time**

**Friday, January 25**

**8:00-9:00      Breakfast**

**9:00-9:15      Key Takeaways from Yesterday**

Attendees will briefly share what they:

- Learned...
- Would like to know more about...
- Will (do/act) differently...

**9:15-10:15      Onboarding Process Built around the Six Success Factors**

Attendees will engage in a conversation that answers the questions:

- What would the onboarding process look like if students were experiencing the six success factors?
- How would each role help ensure students are able to experience the six success factors in the onboarding process?
- How would the three different roles work together in the onboarding process to ensure students are able to experience the six success factors in the onboarding process?

**10:15-10:30      Break**

**10:30-11:30      Designing the Intake Form**

Based on what attendees have learned from and shared with their colleagues, attendees will identify information that would be useful to collect from students in an intake form and when in the onboarding process students should complete the form.

**11:30-11:45      Closing**

**11:45-12:00      Check out**

**12:00-1:00      Lunch Buffet**

**1:15                  Departure**

**2:45                  Arrive at Norco College**