

**From:** [NOR-ALL](#) on behalf of [Tarrant, Kaneesha](#)  
**To:** [nor-all](#)  
**Subject:** [NOR-ALL] What the Flip is "The Flip"? - Friday, September 22nd, 1:00pm HUM-111  
**Date:** Tuesday, September 19, 2023 8:28:17 AM

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Good Morning Mustangs!

Please join us for a discussion about an important change coming to our student onboarding process at Norco College. We have been affectionately referring to this modified process as **"The Flip"** since we are switching the order of services from meeting with an educational advisor first to meeting with a counselor first.

Effective **October 1, 2023**, new students will first meet with academic counselors for assistance with career planning and the development of a comprehensive education plan. Then, once a student has determined their career goals, declared an associated major, and completed a comprehensive education plan, they will begin engagement with their school and student success team. The school-based model involves case management advising, needs assessment and referrals to support services, online communities, and ongoing student engagement activities to help them further develop their career and academic pathways.

Learn more about **"The Flip"** as we review the research and data behind these changes and discuss the new structures moving forward.

***What the Flip is "The Flip"?***  
**Friday, September 22, 2023, at 1:00pm in HUM-111**

All are welcome!

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# *What the Flip is “The Flip”?*

## Fall 2023 Update



David Schlanger, Interim Dean, Student Services  
Dr. Kaneesha Tarrant, VP, Student Services



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# What is “The Flip”?

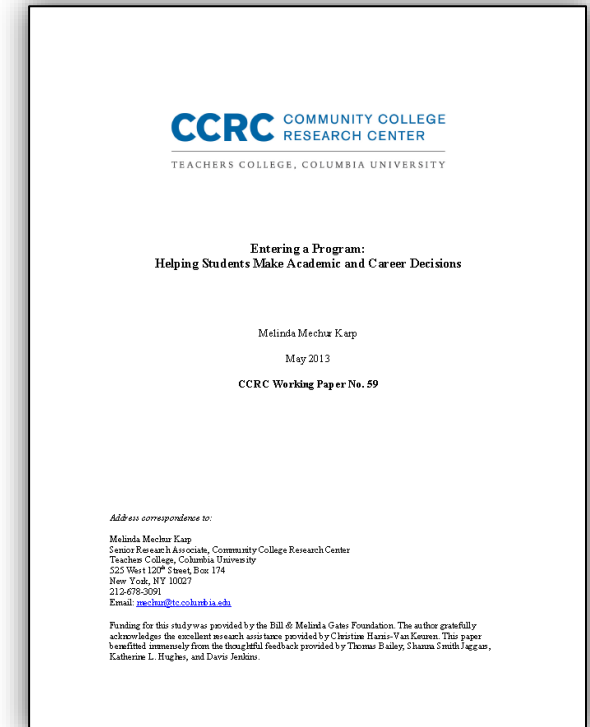
**Starting October 1, 2023, new students will first meet with academic counselors for assistance with career planning and the development of a comprehensive education plan.**

**Once a student has determined their career goals, declared an associated major, and completed a comprehensive education plan, they will begin engagement with their school and student success team.**



## Guided Pathways Principles for Restructuring Guidance and Counseling:

- Pathways should balance structure with exploration
- Career counseling should drive an integrated approach to advising
- Colleges should strategically deploy resources to allow for developmental advising
- Colleges should provide services to students based on their level of need



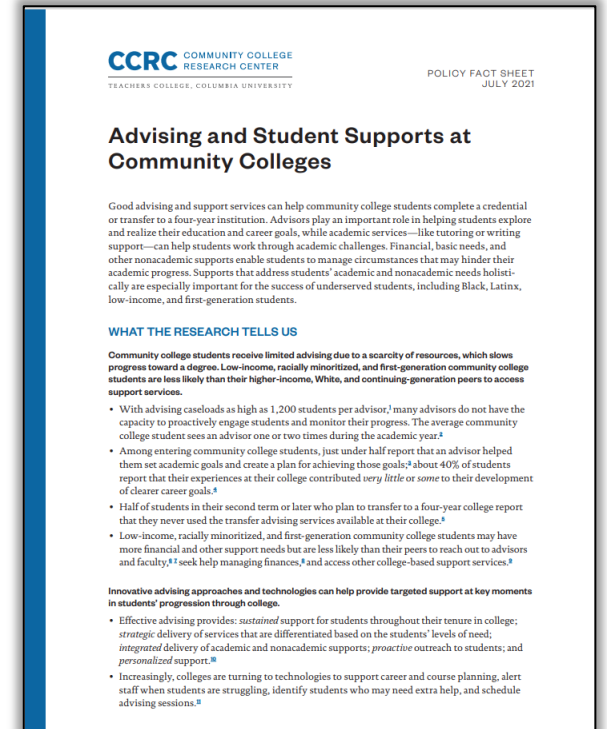
**Entering a Program:  
Helping Students Make Academic  
and Career Decisions  
Dr. Melinda Karp, 2013**

## Advising and Student Supports at Community College:

### What the Research Tells US

- Good advising focused on education and career goals leads to higher completion and transfer rates.
- Financial, basic needs, and other nonacademic supports are important throughout the student journey.
- Holistic supports are especially important for underserved students.

<https://ccrc.tc.columbia.edu/media/k2/attachments/advising-student-supports-community-colleges.pdf>



## Advising and Student Supports at Community Colleges CCRC 2021



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# “The Flip” Conversation History

Over 8 group meetings and 16 hours of discussion were held during Spring 2023 to discuss modifying the student onboarding process.

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1. January 2021 – PACES grant workgroup identified the need to enhance onboarding and help students articulate their “why”.
2. March 2021 – HSS survey was implemented to assess incoming students; 60% stated that they were unsure of career goals.
3. September 2022 – Discussion at Counselor Retreat lead to a suggestion for counselors to be the first contacts for students.
4. March 2023 – Counselor workgroup met 3/15, 3/20 & 3/28
5. April 2023 – Ed Advisor workgroup met 4/19, 4/24, 4/25 & 5/1
6. June 2023 – Counselors and Ed Advisors met 6/8

# The SSIPP Design Framework

## STRATEGIC

Students are connected to the specific supports they need, when they need them, and in an effective and efficient delivery mode.

## SUSTAINED

Students are supported throughout their full journey at an institution, particularly at key momentum points.

## INTEGRATED

Students are seamlessly connected to information, resources, and services without being bounced around. Siloes are eliminated.

## PROACTIVE

Students are connected to supports at the first sign of trouble, not after a situation builds to a crisis point.

## PERSONALIZED

Each student receives the type and intensity of support appropriate to his or her unique and diverse needs.

**The SSIPP Framework can be used with any student services area to develop effective services at scale.**





# The ACIP Onboarding Framework

	From Conventional Practice	To Program Onboarding
<b>ASK</b>	Academic and career exploration assistance is mainly limited to information on websites and self-directed search.	Every student is asked about their interests, strengths, and aspirations and is guided to programs and people at the college with similar interests.
<b>CONNECT</b>	Students are expected to forge relationships in their field independently.	From the start, colleges organize opportunities for all students to meet with faculty, students, alumni, and employers in fields of interest to them.
<b>INSPIRE</b>	Students spend the first term/ year completing developmental and general education prerequisites.	Every student takes at least one course in term 1 on topics of interest that "light their fire" for learning.
<b>PLAN</b>	Some students are helped to develop first-semester schedules, followed by self-guided navigation.	Colleges help every student to develop a full-program plan used to schedule classes and monitor progress.

See <https://ccrc.tc.columbia.edu/easyblog/acip-reimagining-onboarding.html> for more information.

# Questions?

