

GUIDED ONBOARDING

**A holistic, career-focused approach
to helping students achieve success**

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An Equity-Minded Framework

Achieving the Dream found that colleges see the greatest gains in equity outcomes when they promote a personalized experience in which all students:



1. Are supported in achieving their goals through intentional and early development of academic, career, and financial plans.
2. Have to tell their “story” only once and are not running from office to office to get answers.
3. Are proactively connected with supports targeted to their individual needs so they enter college fully prepared to learn.
4. Feel confident that faculty, staff, and administrators are invested in their success.

5 New Strategic Activities



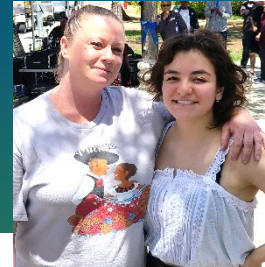
**Holistic Student
Support Surveys**



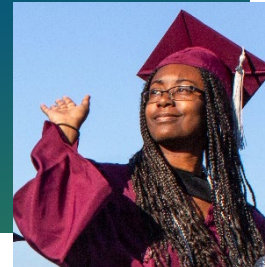
**Early Career
Development**



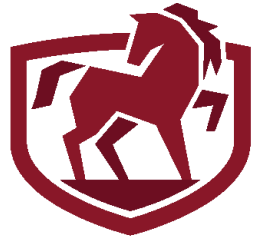
Financial Literacy



Peer Advising



**Norco College
Success Network**



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HOLISTIC STUDENT SUPPORT SURVEYS



Get on the Path – Stay on the Path

CUSTOM SUPPORT PLANS

Personalized and send to both student/college and personal e-mail

Available in English and Spanish

Students are referred to the Engagement Center with any questions

The screenshot displays a web browser window with the URL <https://launch.comevo.com/norcocollege/2466/-/pub/Page/61102/102786/1/9>. The page is titled "NEW STUDENT ORIENTATION" and features the Norco College logo. A sidebar on the left lists various services, with "Student Support Services" highlighted. The main content area shows a "Student Support Services Survey" form. The survey text reads: "As you learned, Norco College provides a multitude of student services to support you throughout your college journey. It is important to us that your basic needs are met so you can fully focus on being successful in your education. Your answers to the following questions will help us connect you with various student service programs for which you may be eligible." Below this, a question asks, "I would like to speak to someone about the following support services (mark all that apply):". The survey includes four options, each with a checkbox and a description: "Employment (Do you need assistance with finding employment that works with your school schedule?)", "Health and Wellness (Do you have concerns about your personal health, such as physical, emotional, eating/sleeping, relationships, anxiety, depression, alcohol/drugs, etc.?)", "Food (Do you struggle to feed yourself and/or your family?)", and "Housing (Do you have unstable living situations?)".

Department Contacts

Each point of contact is provided with the student's e-mail addresses and ID numbers so they can reach out and connect.



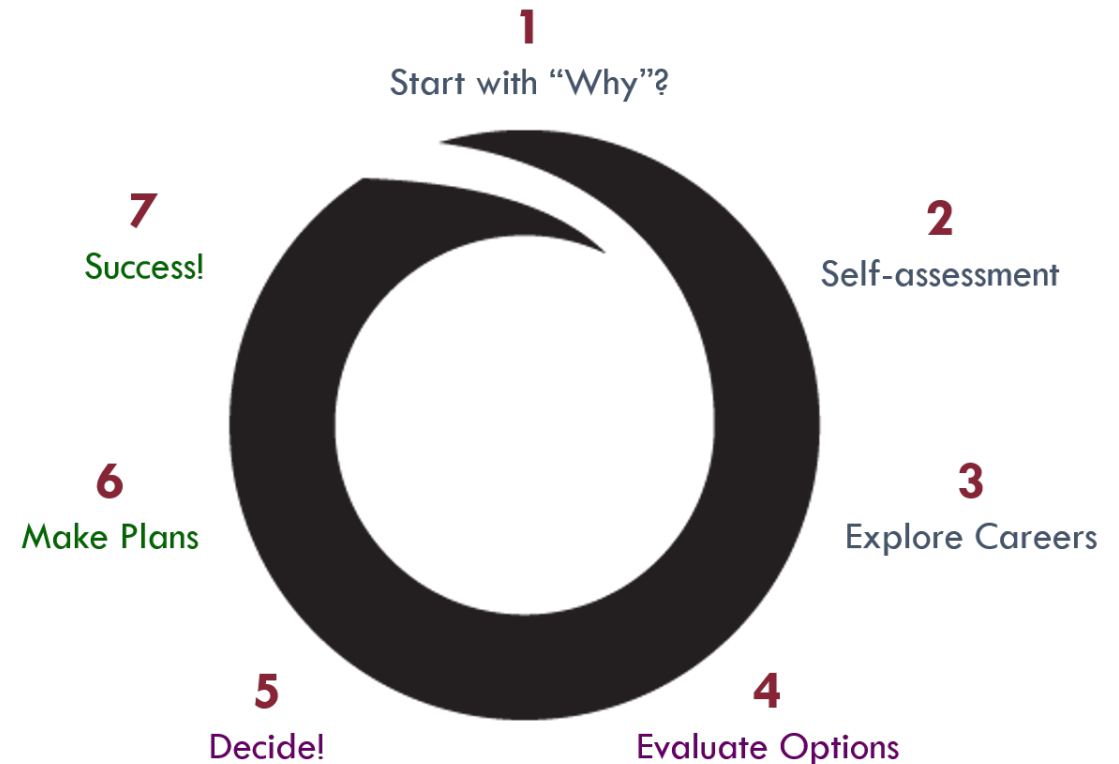
Follow-up Calls and Support



The Engagement Center calls each student to welcome them, make sure they received the support e-mail, and ask if they have any concerns or questions .

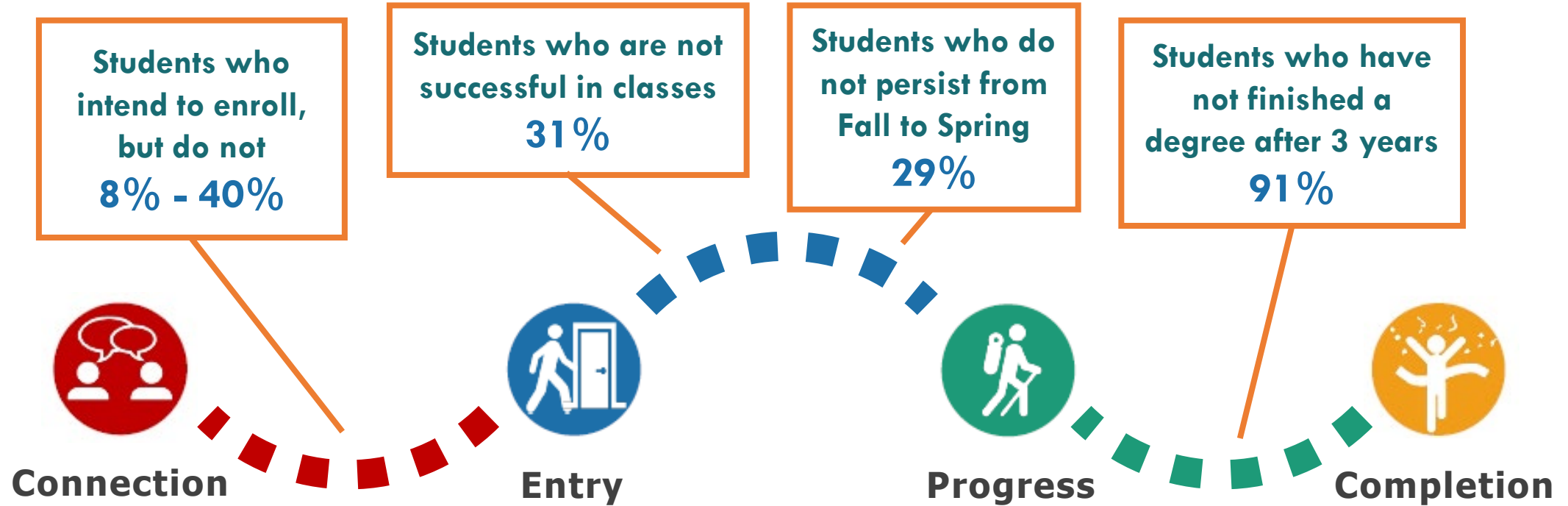


CAREER-FOCUSED DEVELOPMENTAL ADVISING



Loss Points in the Student Journey

The Loss-Momentum Framework developed by the Completion by Design initiative helps colleges identify where students meet their greatest obstacles to persistence and completion.



Major Decisions Along the Path



Connection

- Which career will I pursue?
- What is the best college major for me?
- Which college(s) should I attend?
- How will I pay for college?



Entry

- What program and classes will I enroll in?
- How will I ensure my academic success?
- Which college resources, services, and programs will I use to be successful?



Progress

- How will I build my professional network and prepare for a job search?
- What type of work-based learning will I participate in to gain experience?
- Which university will I transfer to (if applicable)?

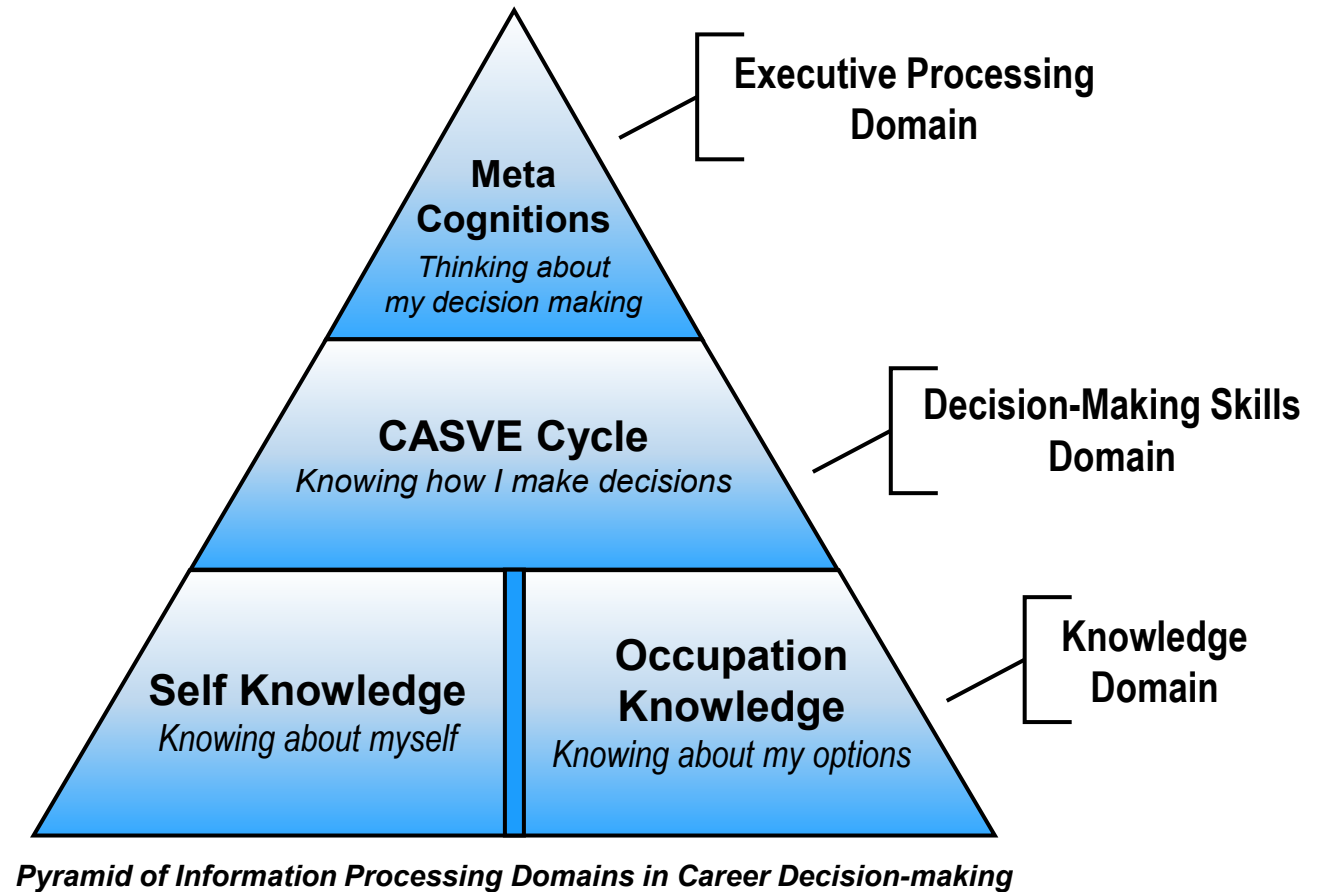


Completion

- Which jobs will I apply for?
- How will I continue my education to stay competitive and knowledgeable in my career field?

Career Development Theory

The Cognitive Information Processing (CIP) approach to career development and services is intended to help individuals learn improved problem-solving and decision-making skills needed for career choices.

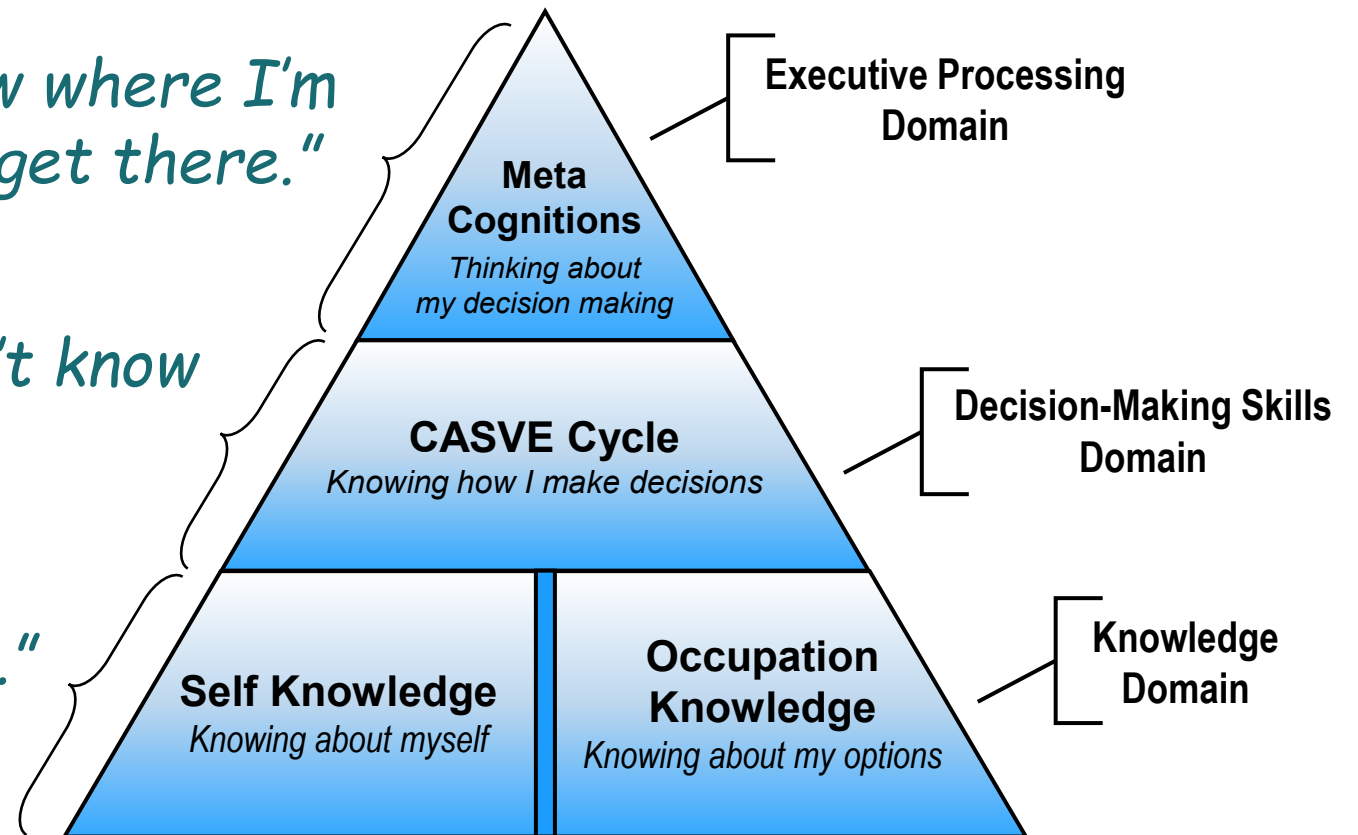


Meeting Students Where They Are

"I know where I am, and I know where I'm going, but I don't know how to get there."

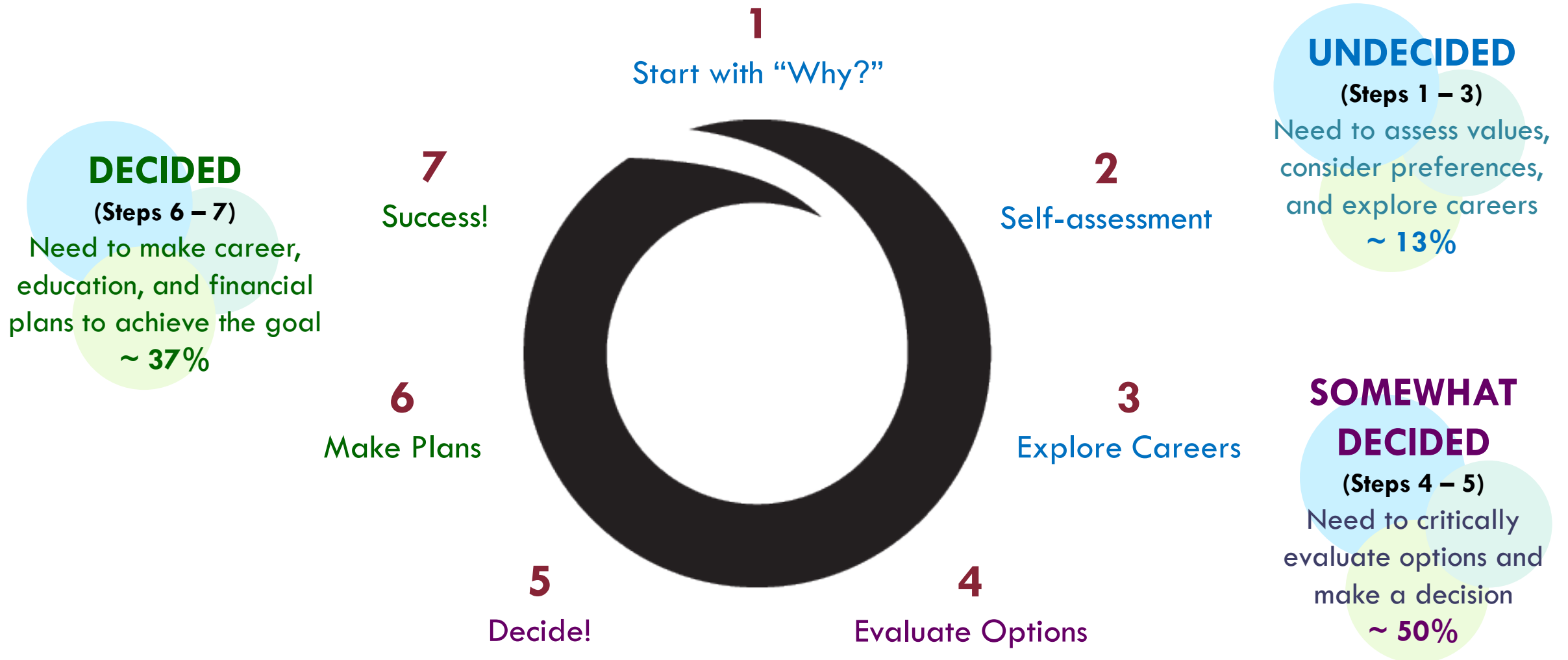
"I know where I am, but I don't know where I'm going."

"I don't even know where I am."



Pyramid of Information Processing Domains in Career Decision-making

Making Career Decisions



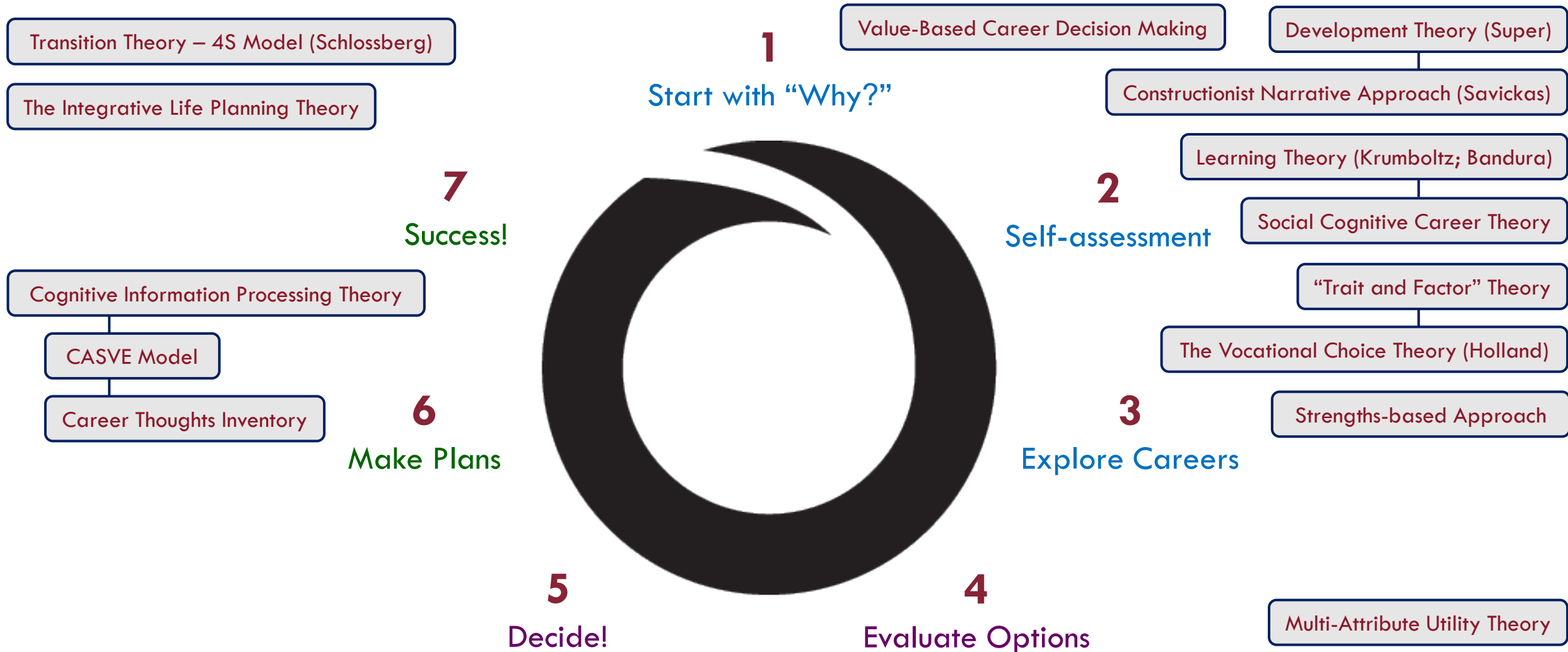
Career Planning Survey

36% of all students changed their major within one year.

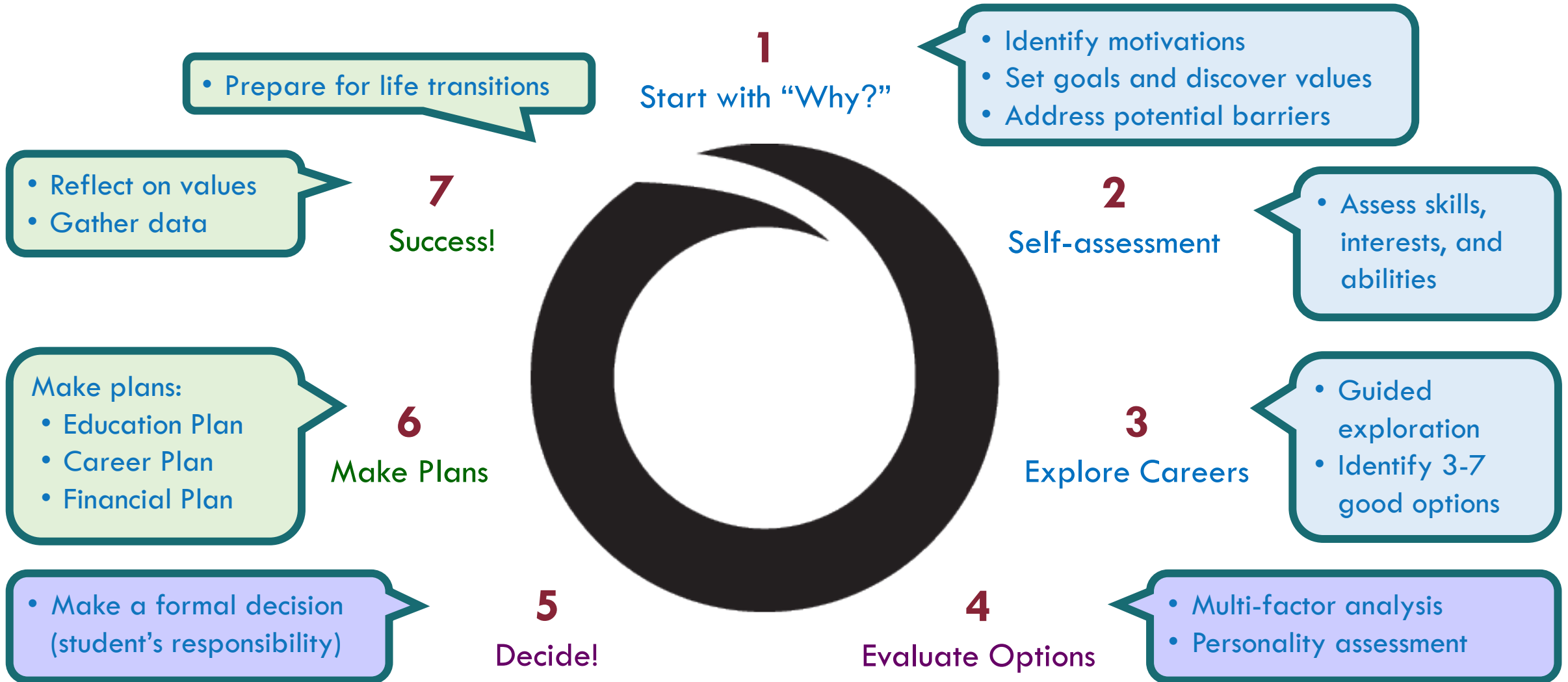
Change Type	Undecided	Somewhat Decided	Decided
No Change	100 (67.6%)	361 (61.5%)	238 (64.2%)
Non-Substantial Change	9 (6.1%)	32 (5.5%)	19 (5.1%)
Substantial Change	18 (12.2%)	89 (15.2%)	65 (17.5%)
Substantial Change + School Change	21 (14.2%)	105 (17.9%)	49 (13.2%)

No statistically significant difference.

Career Development Theories



Making Career Decisions



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FINANCIAL FREEDOM

Start Saving



"If you aim at nothing, you'll hit it every time."
- Zig Ziglar

Start Budgeting



"Budgeting is simply telling you money where to go instead of wondering where it went."
- John Maxwell

Start Managing Debt



"Pay off your debt first. Freedom from debt is worth more than any amount you can earn."
- Mark Cuban



START HERE



Your Path to Financial Freedom Begins Here

Financial Freedom

Personal Finance

Online Finance Workshops

Financial Coaching

Financial Resources

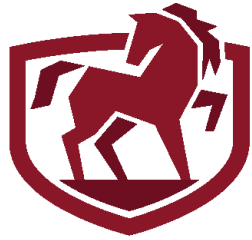
Start Saving

Start Budgeting

Start Managing Debt

Debt-Free College





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PEER ADVISOR PROGRAM



Department Contacts

Transitioned Student Ambassadors to Peer Advisors in 2021 during the COVID closure.

Scaled up the number of Peer Advisors available by permitting remote work.

Provided support with:

- **Completing the AOC process**
- **Scheduling appointments with advisors**
- **Connecting students with Counseling, Special Programs, and various services**



Specialized Training

All Peer Advisors complete a three-day training program on:

- **Communication Skills**
- **Customer Service (Student Experience)**
- **Different Programs and Services**
- **Multi-cultural Competency and Inclusion**

Most Peer Advisors previously attended local high schools and they come from very diverse backgrounds.



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SUCCESS NETWORK

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Flash Chats

Career Exploration
University Research
Learn About Majors
Learn About Employers

Mentoring

Career Coaching
Professional Networking
Job Shadowing
Employment Prep

Online Communities

Discussion Boards
Events / Activities
Scholarships
Jobs / Internships

Questions?

