

Pillar Team II Planning

Column A: Team Products/Goals	Column B: What current practices/ steps have already been taken by College toward this goal that benefit/support GP?	Column C: Who needs to be involved with the work of this product/goal (other pillar teams, COD non-pillar members, etc.)?	Column D: What resources (including other pillar team products/goals) need to be in place before work can begin on this product/goal?	Column E: Based on responses on columns A-D, rank priority/timeline Committee will initiate focus on each product/goal using #1. Spring 2019, # 2. Fall 2019, or #3. Spring 2020.
Support Outreach (as it relates to the matriculation process)	<ul style="list-style-type: none"> <li>● EDGE program,</li> <li>● Migrant Student program,</li> <li>● Math field day</li> <li>● English has done some outreach for the English Program (Instructional Outreach)</li> <li>● Family Night</li> <li>● CTE Outreach at job fairs and career fairs</li> <li>● Dual/Concurrent Enrollment</li> <li>● Alas Con Futuro (Student org.)</li> <li>● One Future (Community org.)</li> <li>● Website (some parts user friendly)</li> <li>● MyPath</li> <li>● Videos (brainshawk)</li> <li>● High School Visit Day</li> </ul>	<ul style="list-style-type: none"> <li>● Counseling</li> <li>● PIO</li> <li>● EDGE</li> <li>● Students</li> <li>● High Schools</li> <li>● A&amp;R</li> <li>● FA</li> <li>● Dual/Concurrent enrollment director</li> <li>● Student Life/Ambassadors</li> <li>● CTE Faculty</li> <li>● All Faculty</li> <li>● Non-Credit/ABE</li> <li>● Department/unit chairs and deans</li> </ul>	<ul style="list-style-type: none"> <li>● What types of students are each of these programs/services reaching?</li> <li>● Which students/community members are being left out?</li> <li>● Admissions workshops at COD campus that reach students who are not at the high school</li> <li>● Consistent Marketing Materials</li> <li>● User Friendly Website</li> <li>● Clear Matriculation Steps</li> <li>● Reliable information about where potential students live and their</li> </ul>	

Pillar Team II Planning

	<ul style="list-style-type: none"> <li>• COD/FA Applications workshops at high schools</li> </ul>		goals that COD can support.	
Support Financial Aid Process	<ul style="list-style-type: none"> <li>• Financial Aid outreach at local high schools (application, deadlines, etc.)</li> <li>• Financial Aid Workshops at COD.</li> <li>• Informational Emails</li> <li>• FA TV</li> <li>• Financial Aid Conference at COD</li> <li>• Financial Aid Self Service Planning Module</li> <li>• GetSap</li> <li>• Financial Aid Webpage</li> <li>• Call Campaigns</li> <li>• Financial Aid Awareness Day</li> <li>• Flyers and advertising</li> </ul>	<ul style="list-style-type: none"> <li>• Financial Aid</li> <li>• EDGE</li> <li>• Counseling</li> <li>• High Schools</li> <li>• A&amp;R</li> <li>• IT</li> </ul>	<ul style="list-style-type: none"> <li>• Follow up procedure for closing the financial aid loop.</li> <li>• Easier way to access missing documents</li> <li>• Clearer understanding of completion date/disbursement date</li> <li>• How many students have a FAFSA/Dream Act on file, but have missing documents?</li> <li>• What is the average turnaround time to complete a student file?</li> <li>• How are students informed about the process from beginning to end?</li> <li>• How many students attend COD that do not have a FAFSA/Dream Act on file?</li> </ul>	

Pillar Team II Planning

			<ul style="list-style-type: none"> <li>• How many students apply and never complete the FAFSA</li> <li>• Automated process to let students know that they are missing a FAFSA right when the register</li> </ul>	
Support Application Process	<ul style="list-style-type: none"> <li>• CCC Apply Enrollment/registration</li> <li>• Application Workshops</li> <li>• New Student Checklist</li> <li>• High School Counselor Conference</li> <li>• Earlier application opening date</li> <li>• EDGE/PLEDGE application outreach</li> </ul>	<ul style="list-style-type: none"> <li>• A&amp;R</li> <li>• Counseling</li> <li>• EDGE</li> <li>• HS Counselors</li> <li>• Students</li> </ul>	<ul style="list-style-type: none"> <li>• How many applications do we get that never matriculate?</li> <li>• Who creates a CCC Apply account, but never fills out the application?</li> <li>• Can we change the “create an account” section in CCC Apply? How much control do we have when making recommendations to CCC Apply?</li> <li>• Method of surveying students to determine what was confusing or not on the application.</li> <li>• Information about how many students entered incorrect information (such as wrong major).</li> </ul>	

Pillar Team II Planning

			<ul style="list-style-type: none"> <li>Method of fixing incorrect or incomplete information in students' applications.</li> </ul>	
Review Orientation	<ul style="list-style-type: none"> <li>Online orientation exists and is evaluated each semester (Counseling)</li> <li>Videos in orientation have been made into separate smaller videos so students can revisit them (ex. Registration, etc.)</li> <li>Orientation video link is on the MyCOD home page as a button.</li> <li>EDGE has a powerpoint presentation that all students must review regarding expectations in EDGE and PLEDGE.</li> <li>HS Visit days (3 a year, all local high schools are invited)</li> </ul>	<ul style="list-style-type: none"> <li>Counseling</li> <li>EDGE team</li> <li>IT</li> <li>HS counselors</li> <li>Students</li> <li>Faculty advisors</li> </ul>	<ul style="list-style-type: none"> <li>Program to create videos (Brainspark? Or is YouTube sufficient)</li> <li>Understand the contract for the current orientation. Who makes updates to this? What is this process?</li> <li>Efficient process for faculty advisors and departments to review orientation information and provide feedback.</li> </ul>	
Support Guided Self-Placement, Multiple Measures/ AB705 Implementing	<ul style="list-style-type: none"> <li>Counseling is working on norming the placement process so that all students receive the same information and the information is consistent</li> </ul>	<ul style="list-style-type: none"> <li>Math Department</li> <li>English Department</li> <li>Counseling Department</li> <li>EDGE team</li> <li>Deans</li> </ul>	<ul style="list-style-type: none"> <li>Process for students to go through guided self-placement. For us to move forward we need to understand this process from the</li> </ul>	

Pillar Team II Planning

	<p>when meeting regarding placement</p> <ul style="list-style-type: none"> <li>• Math and English have worked together to create guided self-placement guides.</li> <li>• AB 705 workgroup has been created to develop the implementation process</li> <li>• Accuplacer has been discontinued .</li> <li>• We have already implemented multiple measure placement in EDGE, summer 2018. Institutional research has the capability to analyze success.</li> <li>• Implemented multiple measure placement in English</li> </ul>	<ul style="list-style-type: none"> <li>• Research</li> <li>• Students</li> </ul>	<p>respective instructional departments.</p> <ul style="list-style-type: none"> <li>• Methods of evaluating self-placement.</li> <li>• Process of evaluating the analysis of research methods.</li> <li>• Clear definition of “success”.</li> </ul>	
<p>Strengthen Advising Resources</p>	<ul style="list-style-type: none"> <li>• Student Planning Tool</li> <li>• Early Alert</li> <li>• My 1<sup>st</sup> Schedule workshop</li> <li>• Texting option in student services</li> <li>• Comprehensive Education Plan workshops</li> <li>• Services available on all campus locations</li> </ul>	<ul style="list-style-type: none"> <li>• Counseling</li> <li>• EDGE team</li> <li>• IT</li> <li>• Students</li> <li>• Research</li> <li>• Faculty advisors</li> </ul>	<ul style="list-style-type: none"> <li>• Ellucian</li> <li>• Funds to support campus wide texting</li> <li>• Analysis of Early Alert (benefits, cost, programs)</li> <li>• Information on student need and student progress based on Comp. SEP.</li> </ul>	

Pillar Team II Planning

			<ul style="list-style-type: none"> <li>● Student check point system (Maybe be a part of this product). Is this even an issue? What can we do to help this issue?</li> <li>● Procedure for steering students to faculty advisors when appropriate.</li> </ul>	
<p>Support student-friendly registration process</p>	<ul style="list-style-type: none"> <li>● Student planning tool</li> <li>● Webadvisor</li> <li>● Videos</li> <li>● Handouts</li> <li>● registration workshops</li> <li>● Petition process (to repeat a course for a third time, overload, dropping/adding class after deadline)</li> <li>● Holds</li> <li>● Payment plan</li> </ul>	<ul style="list-style-type: none"> <li>● Admissions and Records</li> <li>● Counseling</li> <li>● Students</li> <li>● Financial Aid</li> <li>● Enrollment Services Specialist</li> <li>● Bursar</li> </ul>	<ul style="list-style-type: none"> <li>● Understand payment and repayment process (in house payment plan vs. third party)</li> <li>● Priority registration process</li> <li>● Number of students who register from the My planning tool vs. Webadvisor</li> <li>● Method of reviewing and evaluating the registration process</li> <li>● Need to clarify hold messages, way we communicate this with students</li> </ul>	

Pillar Team II Planning

<p>Strengthen resources for major and career exploration</p>	<ul style="list-style-type: none"> <li>● Creation of Curriculum maps for every academic program</li> <li>● Career and Workforce Solution Center workshops</li> <li>● Career Party Workshops (HS visit day)</li> <li>● MyPath</li> <li>● Career Center Assessments and counseling</li> <li>● Academic Courses (College One, Coun 012, Work Experience)</li> <li>● Job Hub</li> <li>● Strong Workforce Development</li> <li>● CTE courses</li> <li>● Internship Opportunities</li> <li>● Work Study</li> <li>● HS Programs: AVID, Career Academies, etc.</li> <li>● Dual/Concurrent Enrollment</li> <li>● Articulation Agreements</li> <li>● MESA, Biology Club, Chemistry Club, and other subject- or career-specific clubs</li> <li>● Independent study and research courses</li> </ul>	<ul style="list-style-type: none"> <li>● CWSC</li> <li>● Counseling</li> <li>● EDGE</li> <li>● HS Faculty</li> <li>● CTE Faculty</li> <li>● Strong Workforce Taskforce</li> <li>● Financial Aid</li> <li>● Dual/Concurrent Enrollment Director</li> <li>● College One Faculty</li> <li>● Research</li> <li>● Faculty advisors</li> <li>● MESA director &amp; staff</li> <li>● Academic and career-based club leadership</li> </ul>	<ul style="list-style-type: none"> <li>● Information and Understanding of HS academies and articulation agreements</li> <li>● User Data on my path</li> <li>● User Data on career assessments</li> <li>● User Data on Job Hub</li> <li>● Stronger partnerships with HS faculty and College Faculty (Ex. CalPASS PLC)</li> <li>● Understand career outcomes and local/regional/state-wide employment trends that align with student goals</li> <li>● Method for evaluating quality and amount of student engagement with existing services and resources.</li> <li>● Process (or a better process) of identifying what the student's goal actually is. Focus on the intake before they even fill out the application and a</li> </ul>	
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Pillar Team II Planning

	<ul style="list-style-type: none"> <li>● Internships (on-campus, local off-campus, and non-local)</li> </ul>		<p>follow up process. Review goals on CCC Apply</p>	
Support Student Ed Plans Contextualized academic support	Note* we are not sure what is meant by this product.		<p>What types of support does a student need to complete and be successful course load on their SEP</p> <p>Students need to meet with an advisor</p> <p>If a goal is internships, how do we connect them</p>	
Support First Year Experience	<ul style="list-style-type: none"> <li>● College One</li> <li>● EDGE</li> <li>● Student Development &amp; Career Workshops</li> <li>● High School Visit Day</li> <li>● Community Service</li> <li>● Financial Aid Workshops</li> <li>● Early Alert</li> <li>● Follow up calls/emails</li> <li>● SI Leaders/Tutoring</li> <li>● Student Ambassadors</li> <li>● Campus Tours</li> <li>● TASC</li> <li>● Math/Science Study Center</li> <li>● Family night</li> </ul>	<ul style="list-style-type: none"> <li>● College One Faculty</li> <li>● EDGE Team</li> <li>● Counseling</li> <li>● CWSC</li> <li>● Financial Aid</li> <li>● TASC</li> <li>● IT</li> <li>● Research</li> <li>● Student Life</li> <li>● Students</li> </ul>	<ul style="list-style-type: none"> <li>● How effective is the College One class at supporting students?</li> <li>● How many first year students utilize tutoring? How many students utilize the Math/Science Study Center?</li> <li>● How many first year students complete their community service and what benefit does this have on their academic achievement?</li> <li>● How many first year students have a</li> </ul>	



Pillar Team II Planning

			<p>completed financial aid file before they start college?</p> <ul style="list-style-type: none"> <li>● Resources in the Financial Aid office.</li> <li>● Welcome desk staffing</li> <li>● Customer service training</li> <li>● Process for surveying students at the beginning and end of their first year.</li> </ul>	
<p>Support Non-Credit Matriculation</p>	<ul style="list-style-type: none"> <li>● Non-Credit Adult Basic Education Counselor</li> <li>● Non-Credit ESLN Counselor</li> <li>● Non-Credit Director</li> <li>● Admissions and Records Process/Application</li> <li>● Non-Credit Classified Staff</li> <li>● Open entry – flexible</li> <li>● Enrollment specialists available at multiple locations (PDC, EVC, WVC)</li> <li>● ABE Orientation is flexible and offered late in semester</li> <li>● ESLN Registration Event; students test, register,</li> </ul>	<ul style="list-style-type: none"> <li>● Counseling</li> <li>● Non-Credit Director/staff</li> <li>● Dean</li> <li>● A&amp;R</li> <li>● Students</li> <li>● Student Life</li> <li>● Faculty</li> </ul>	<ul style="list-style-type: none"> <li>● How many non-credit students matriculate into credit?</li> <li>● Evening resources for our non-credit students</li> <li>● Student Life for our non-credit students</li> <li>● Increased awareness about wrap-around services for adult learners and directory of resources for adult learners</li> <li>● Partnerships with community service providers who can help adult learners</li> </ul>	

Pillar Team II Planning

	<p>receive counseling and pay fees all in one event</p> <ul style="list-style-type: none"> <li>● ESLN Registration Event offered in Western Valley and EVC</li> <li>● ESLN Orientation given to students prior to ESLN Placement Exam</li> <li>● ESLN counseling session available immediately upon placement exam</li> <li>● ESLN Counselor visits all comprehensive courses at all locations to improve retention and improve upper level ESLN course registration</li> </ul>		<p>succeed/persist in their educational path.</p>	
<p>Any goals need to be added?</p>	<ul style="list-style-type: none"> <li>● improvement of admissions application OR</li> <li>● improved support for current electronic paper application OR</li> <li>● improved paper application</li> <li>● improved communication with school districts for enrollment</li> <li>● Making more videos</li> </ul>			

## Pillar Team II Planning

### Notes:

How do we make all this more coordinated?

How do we reconcile misinformation?

Major choices overwhelming?

Organization of majors (taxonomy)

Understanding what the majors mean (ex. Liberal Arts: Math and Science)

Social Media needs to play a bigger role

Less formal web page/less intimidating (how to do college, rely on student voices)

Have one phone number to call for all students that leads them to a directory (or a person)

Tickets for all students so there is system to resolve (no one gets forgotten)

Do we test what grade level the writing on our website or documents are written at? Those that need the most guidance may need a lower reading level

Need to brainstorm and know the problems, not necessarily know the solution

Find more students through the classroom (what do they need help with)

We know a lot about our students before they take a class and after they take a class, but not while they are taking the class

All classes should show up on canvas, even if they are not online courses. At least the syllabus.

### Homework:

Look at emails and familiarize ourselves with what other pillars are doing

Go through Product/goals document and think/add anything you think may need to be added

Angel send out orientation video and pillar team review