CT State Informational Webinar Series

Enrollment Management and Student Affairs (EMSA): Student Success Management

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Presenters

Michael V. Buccilli
Associate Vice President of Student Success Management

Brian Kapinos, Ed.D.
Regional Advising Director, NorthWest Region

Licella Arboleda, Ed.D.
Regional Advising Director, Capital-East Region

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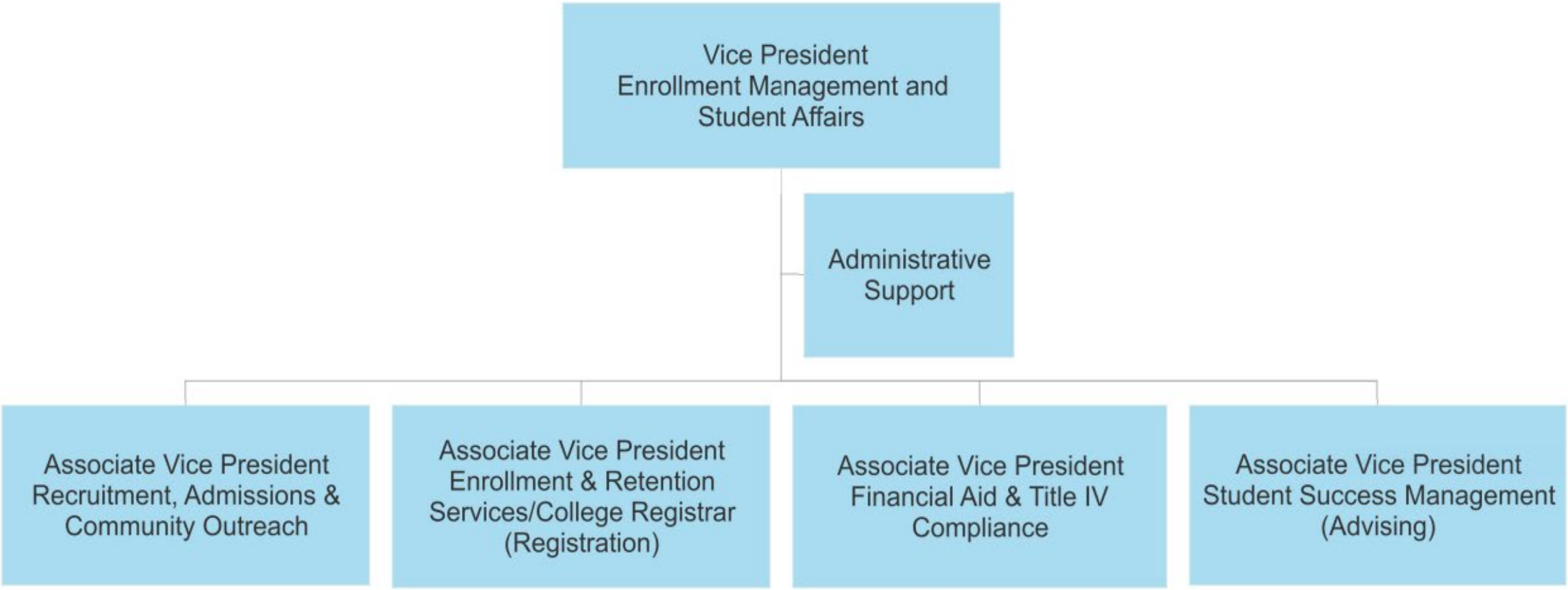
EMSA Organizational Structure



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Student Success Management (SSM) Division

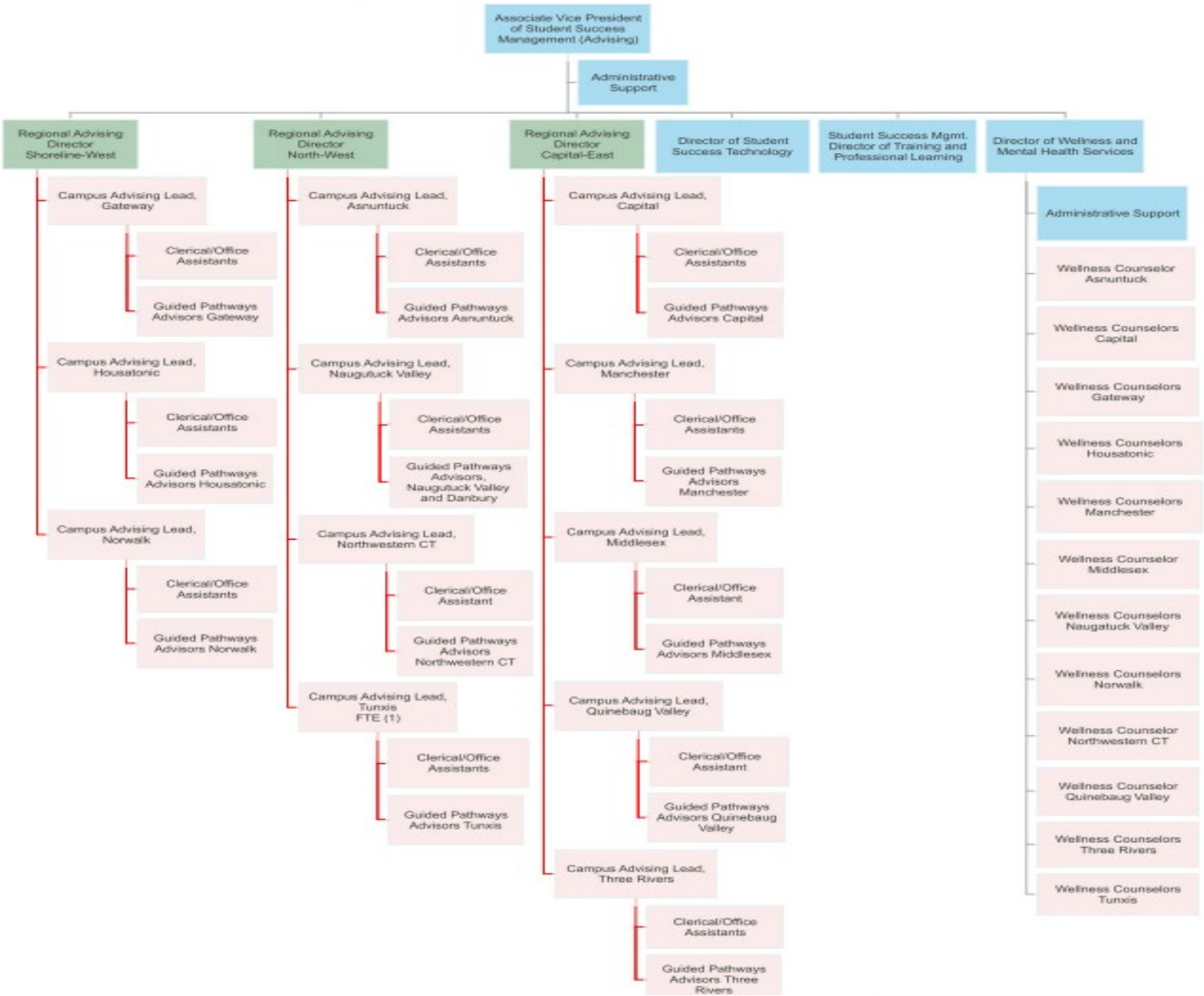
Primary Functional Area

- Guided Pathways (GP Advising)

Primary Functional Area

- Mental Health and Wellness

Student Success Management Organizational Structure



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Student Success Management Division Leadership Team

Michael Buccilli

Associate Vice President, Student Success Management

Melisa Adiram

Administrative Assistant & Student Success Management Project Manager

Dr. Licella Arboleda

Regional Advising Director, Capital-East Region

Kathleen Ahern

Regional Advising Director, Shoreline-West Region

Dr. Brian Kapinos

Regional Advising Director, Northwest Region

Michael Goemans

Director, Student Success Technology

DeWayne Pryce

Director, Training and Professional Learning

Director of Mental Health and Wellness (TBA)

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Holistic Case Management Advising (HCMA) Policy

Policy Development:

- GP Holistic Student Support Redesign (HSSR) Work Group
- SSIPP Framework
- Developed HCMA policy (BOR approved April 2020)

HCMA Primary Tenants:

- Assigned staff advisors reduced ratios (250 to 1)
- Academic and career plan
- Monitor progress and provide proactive outreach
- Implement advising technology solution

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THE HOLISTIC CASE MANAGEMENT ADVISING MODEL

ALL DEGREE/CERTIFICATE-SEEKING STUDENTS ASSIGNED TO A GUIDED PATHWAYS ADVISOR

Prior to initial registration, Guided Pathways Advisors will help their assigned students:

COMPLETE ONBOARDING

CREATE PERSONALIZED PLAN

in partnership with enrollment services staff

Beyond initial registration, Guided Pathways Advisors will partner with students, faculty, and staff to:

MONITOR PROGRESS ON PLANS

COORDINATE SUPPORT AS NEEDED

REVISE PLANS AS NEEDED

GOAL

COMPLETION OF STUDENTS' ACADEMIC AND CAREER GOALS

Guided Pathways (GP) Advising: Developing the Organizational Structure

- Advisor Competencies
- Job Descriptions
- Hiring
- Professional Learning Program

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GP Advising Mission and Vision

Mission

- All community college students, from initial registration to completion, are supported by Guided Pathways Advisors to establish academic and career goals, receive proactive and individualized academic and holistic supports that result in the timely and equitable completion of credentials that lead to employment, transfer, and family sustainable wages.

Vision

- Guided Pathways Advising is a dynamic student-centered holistic approach grounded in student development and learning. Guided Pathways Advisors align advising practices with the diverse and unique needs of each individual student in their caseload. GPAs advise, advocate, mentor, support, and coach their caseload to reach their individual goals.

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GP Advising Guiding Principles

- Students receive deliberate and personalized supports necessary to contribute to their success.
- Faculty advising is central to the GPA model.
- Guided Pathways Advising is grounded in institutional collaboration.
- Commitment to bold and disruptive change through the advancement of equitable advising practices.
- Guided Pathways Advisors pledge to empower students and staff to advance racial, social, and economic justice while identifying and responding to student barriers.

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GP Advising Guiding Principles

- Evidence-based research informs advising practice.
- Data is collected, disaggregated, analyzed, and reported in a transparent manner.
- Student voices are amplified by honoring lived experiences and by highlighting their unique assets to develop meaningful advising relationships.
- Ongoing professional learning and individual staff development is fundamental to the model.

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Guided Pathways (GP) Advising Implementation

Phased Implementation

- P1 Campuses (Fall 21): HCC, MXCC, NWCC
- P2 Campuses (Sp. 22): ACC, GCC, MCC, QVCC, TXCC
- P3 Campuses (Fall 22): CCC, NCC, NVCC, TRCC
- Campus Implementation Teams (CITs)

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Guided Pathways (GP) Advising Implementation

Case Management Model of Advising

- Campus Advising Lead (CAL)-formally director
  - GP Advisor 2 (# varies by campus size)
  - GP advisor 1 (# varies by campus size)
  - Active caseload between 200-250 students
- GP Advisors specialize in areas and programs of study

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The role of a GP Advisor

- Onboarding and new student advising
- Academic, career, and transfer planning
- Course selection and registration
- Regular outreach and check-ins with students
- Referral and alert management
- Connection to academic and holistic supports
- SAP and academic standing advising

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Professional Learning

GO2K asynchronous modules

30-60-90 plans and shadowing

Synchronous training delivered by campus experts

Partnerships with NACADA, ATD, and national experts

Professional Learning Plans (PLPs)

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CRM Advise Software

Timeline

- Go-live to all GP Advisors (summer 2022)
- Faculty alerts go-live (fall 2022)
- Scaling to campus stakeholders (AY 22-23)

Functionality

- Create and update academic and career plans
- Documentation of student interactions
- Triage advising caseload

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Early Successes of GP Advising

- Enrollment comparisons from June 2021 to June 2022
  - Collaboration with faculty and staff
  - Retention focused model
- GP Advisors have logged over 10,000 student appointments in 2022 YTD

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Mental Health and Wellness

- Director of Mental Health and Wellness (July 2022)
- Licensed clinical staff member(s) on every campus
- Brief solution focused counseling
- Mental health crisis intervention
- Expanded community-based partnerships
- Wellness and prevention programming

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Questions and Discussion

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