Committee: Student Success Committee
Date: October 4, 2018
Time: 1:15pm – 3pm
Location: MA-03

Committee Charge: *The Los Angeles Trade-Tech College Student Success Committee is charged with identifying best processes and recommending policies that enhance students' ability to be successful. This includes outreach, recruitment and comprehensive assessment leading to enrollment, retention, persistence and completion.*

Member Roster: (Name and Constituency)	09/6	10/4	11/1	12/6	2/7	3/7	4/11*	5/2
Kaneesha Tarrant, VP Pathways & Student Affairs (Co-chair)	X							
Jess Guerra, AFT Faculty (Co-Chair)	X	X						
Leticia Barajas, VP, Pathways Innovation & Institutional Eff.	X	X						
Jim Lancaster, Vice President Instruction	X							
Marvin DaCosta, Academic Senate	X	X						
Martin Diaz, Academic Senate	X	X						
Joseph Guerreri, AFT Faculty Guild	X	X						
Kookie Murray, AFT Staff Guild	X							
Thomas Dawkins,Chair, Counseling	X	X						
Taybeh Meftagh, Chair, Math	X							
Jennifer Ortiz, Chair, English								
_____,Chair, CTE								
_____,Chair, Liberal Arts & Sciences								
Rugmini Vasquez, ASO Student Rep								
Christopher Sweeten, Dean Counseling		X						
Ramon Abrego, Teamsters	X	X						

Shared Definition of Student Success
Students possess the competencies necessary to identify, select, start, continue AND complete LATTC program(s) of study that lead to entry, retention, or advancement in employment and/or transfer to four-year institutions.

Guests Present: Artina McIntosh, Patrick Reed, Ebonie McDuffie, Ani Zarpas, Kelly Dozier, Armine Javadyan, Roberto Mancia, Sally Sowter, Carlos Guerra, Henan Joof, Laurence Frank, Jerry Vachon

Meeting Attendance Roster:

I.   **Roll Call/Quorum** by Jess Guerra, Co-Chair Student Success Committee

II.   **Welcome and Introductions (Guerra) – Co-Chair Jess Guerrra**

III. **Approval of September 2018 minutes** - Motion to approve the minutes with changes by Guerra. Meftagh moved, seconded by DaCosta . Minutes approved by consensus.

IV.   **Action Item:** No action items

V.   **Reports (*not to exceed* 5 minutes)**
      a.   **Student Success Related Activities (Guerra/Tarrant)**
      b.   **Professional Development - Day of Dialogue to Professional Development Focus - Brief update**
      c.   **Other**

VI.   **Discussion & Presentation Items**
Barajas requested a change in the order of discussion items on the Agenda.

Presentation #1 - - Data Highlights – CCCCO Student Success Scorecard 2018 – LATTC Cohort 2011-12 to 2016-17 - - Ani Zarpas
Scorecard: 2011-12 LATTC cohort had the highest proportion (94)
See data: **https://scorecard.cccco.edu/scorecardrates.aspx?CollegeID=746**
a.   Trending upward due to work of PACTS
                        i.   Completion rate
                        ii. Persistence rate
                        iii. CDCP enrollment
                        iv. Skill builder: doubled from 23% to 42% (only tracked for the past three years since implemented)
      ·   State is changing tracking and accountability process
      ·   Numbers will be improved because of new programs since 2011-12
      ·   Math and English numbers from Pathway Guided Choices not reflected yet since they were deployed in 2016
      ·   In November/December Leticia will have chart reflecting when strategies/initiatives implemented (e.g., guided choices, pathways, pathway ready, etc.)
      ·   Comprehensive report of new scorecard based on District by December

Presentation & Discussion #2: Pathways Institute #4 Team Report - Redesigning Student Intake and Support System Aligned with SEMP #1.1 2018-19 Goal: Strengthen Pathway Onboarding process - Orientation, Assessment and Counseling working with instruction and student support personnel; Establish a seamless student experience from community into Pathways – CAGP Institute Attendees

L. Barajas introduced the CAGP Institute #4 presentation led by attendees to the California Guided Pathways Institute #4 held in San Francisco, CA . Institute attendees who presented included M. Wilson, C. Sweeten, A.

Javadyan, H. Joof, E. McDuffie. A handout outlining the existing onboarding process led to discussion and identification of several areas of focus that the committee wanted to address:

1. Outreach and Marketing is the first step in Onboarding – this led to a Website and Marketing/Branding Update
   Discussion on the needs for the website, including making it clear how students apply; adding the student voice; highlight the pathway listing (P. Reed – mentioned how College Council approval is needed and led to many of the changes that were made); discussion of logos/branding and who decides which is used (i.e. Pathway vs School). Other conversation focused on determining who has the ability to make changes and is accountable for these changes on the website. ***Action(s): Determine which individual(s) have ability to make changes to the website. Create process for feedback or ideas related to marketing/branding. Create signage/bannrs for Spring 2019 to market pathways***.

2. Onboarding Operations and Services – need to differentiate services
   This led to a discussion about the need to clarify roles and responsibilities for Onboarding (Bridges and Admissions & Records) and Communication to Students once they are admitted; Discussion held about the need to differentiate Bridges from Admissions and Records; it is confusing to students and staff about the varying roles played in onboarding; discussion pointed to the need for a student focus group; for example, it makes sense that the "Business Office" services be in one place for students; we need to address the historical roles and identify how PACTS has and should continue to change the roles for the benefit of students; this includes a clear branding/messaging on where to send students for what service(s). Discussion also included understanding the difference between District CCC Apply vs college communication to students when admitted. Can the District "welcome" letter be customized? Should it be customized at the college level or at the pathway level? There was a discussion for the need for Professional Development and FAQ/cheat sheet on where to direct students for various services to minimize student frustration.

3. Impact of AB 705 on Onboarding – since "assessment" was part of OAC, this needs to be addressed in the light of this new legislation
   H. Joof reported that the course sequence has been determined for implementation in Spring 2019. A chart is being designed by the graphic artist. A strategy to place students into math and English needs to be idenitifed and communicated campus-wide. Additional information is needed regarding placement into English/math using transcripts, which can vary greatly; recommendation from faculty will be available at the next meeting. The role of the assessment office will need to change as the state requirements change. This will need to be a discussion topic for the college and has broad implications. ***Action: Draft graphic of LATTC AB 705 approach will be presented at the November 2018 Student Success Committee***

4. Coordination of College and Pathway Orientation and Onboarding – a discussion was held about the different strategies for onboarding students to the college and to their pathways; Some thought needs to be put into how we orient and assist students who have not identified a pathway and need some career exploration and some strategies for how to address the needs of those students who do not have an identified pathway were discussed; each of the nine pathway teams must develop a Pathway Orientation Process, which should be additive and not duplicative of the general college orientation content; each Pathway shall develop a Pathway Orientation for Spring 2019. The College

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orientation, including the online orientation, needs to be updated and aligned with the pathway orientations.

Discussion also held about when students see a counselor, and which counselor (general, pathway, categorical programs, etc.); it was clear that ideally all students should work with the Pathway Counselor for the ed plans; discussion about the role of the categorical program counselors and general counseling was held; these roles need to be discussed as part of the onboarding process. Discussion about the piloted activities related to onboarding was held including PACTS Plan, Pathway Ready, etc. Is there a plan to scale? *Action Item – Establish an Onboarding Taskforce to determine Onboarding for Pathway and Undecided Students, including orientation content and strategy – Establish pilot for Spring – Workgroup will present strategies in the November 2018 meeting - SSC Members Eboni McDuffie, Henan Joof, Joe Guerrieri, Tom Dawkins, Armine Javadyan, Marvin DaCosta, Patrick Reed, Christopher Sweeten and Eliza Hoyos Vences*

5. Customer Service Perspective - onboarding continues on the first day of class and during the first week; a discussion was held about the need for a customer service strategy or campaign that intentionally makes students feel welcome.

6. Classified Support for the Pathways/Reclassification - Onboarding strategies are maximized if we have the needed staffing. By December 2018 hiring Student Services Assistant and reclassification potential for Pathway Staff members. *Action: Progress on the hiring and/or reclassification of Pathway classified support position. Establish clear outline on expectations and training/professional development for Student Services Asst. (Classified Pathway support).*

7. **Identify piloted pathway strategies and determine potential to scale – example, Pathway Ready -** Instructional Practices to Help students – Navigator, Counselor and Chair

8. **Items from the floor**