

STUDENT EXPERIENCE

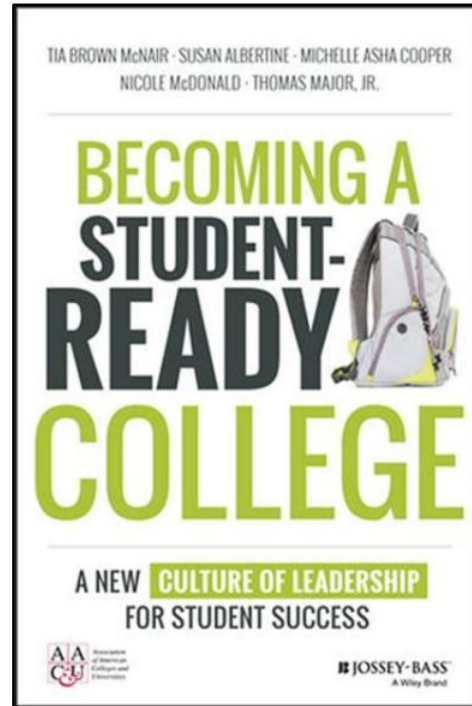
By Design



Dr. Michael A. Baston
Rockland Community College
President



Becoming A Student Ready College



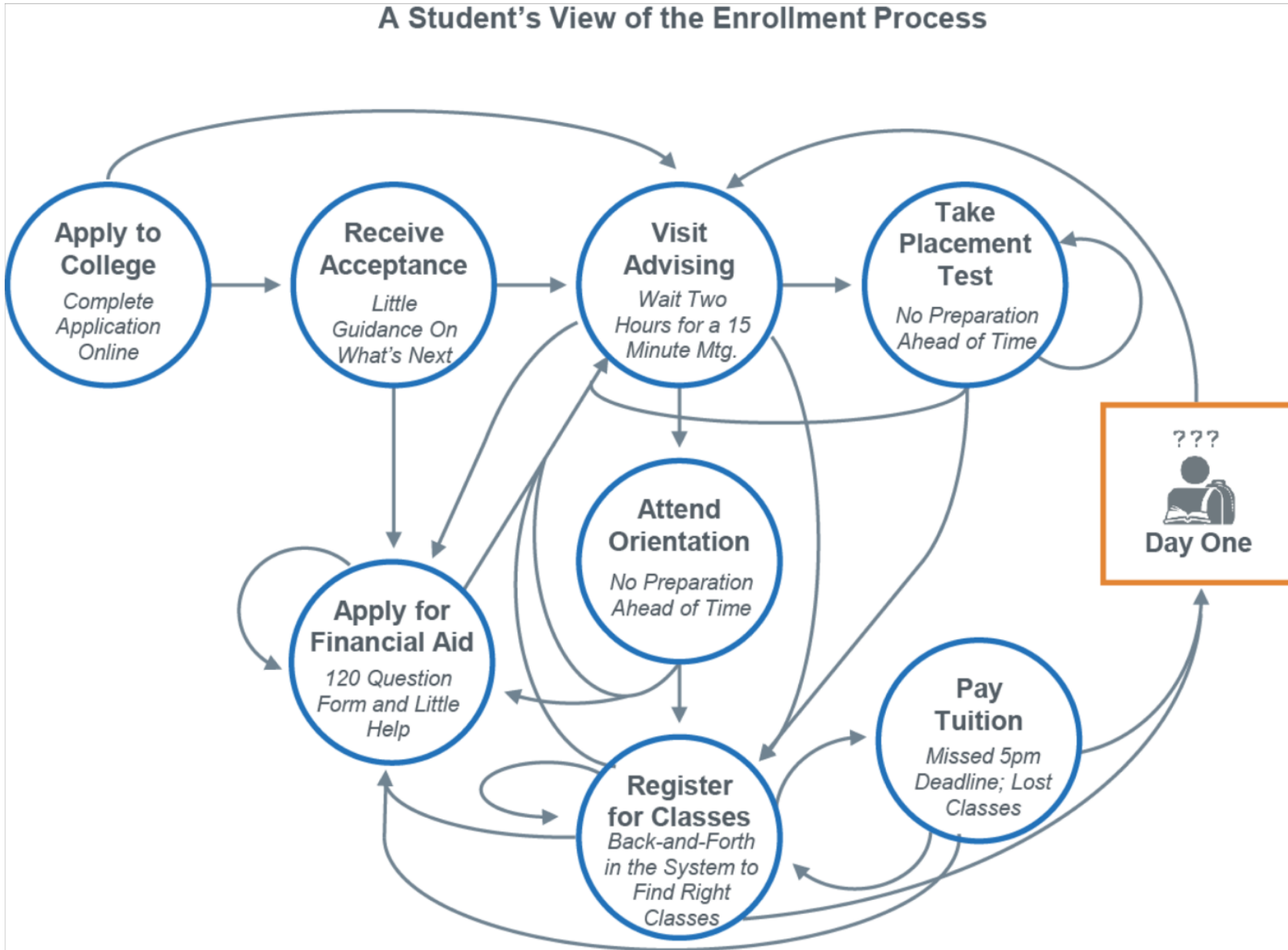
A student-ready college has been defined as **one that strategically and holistically advances student success**, and works tirelessly to educate all students for civic and economic participation in a global, interconnected society.

What We Think The Enrollment Process Is

Administration's Perspective

College administrators and staff often see intake and orientation as a linear path from application to enrollment. A series of subprocesses comprise the onboarding process, from application to advising and financial aid, to enrollment. However, students experience anything but a simple process.

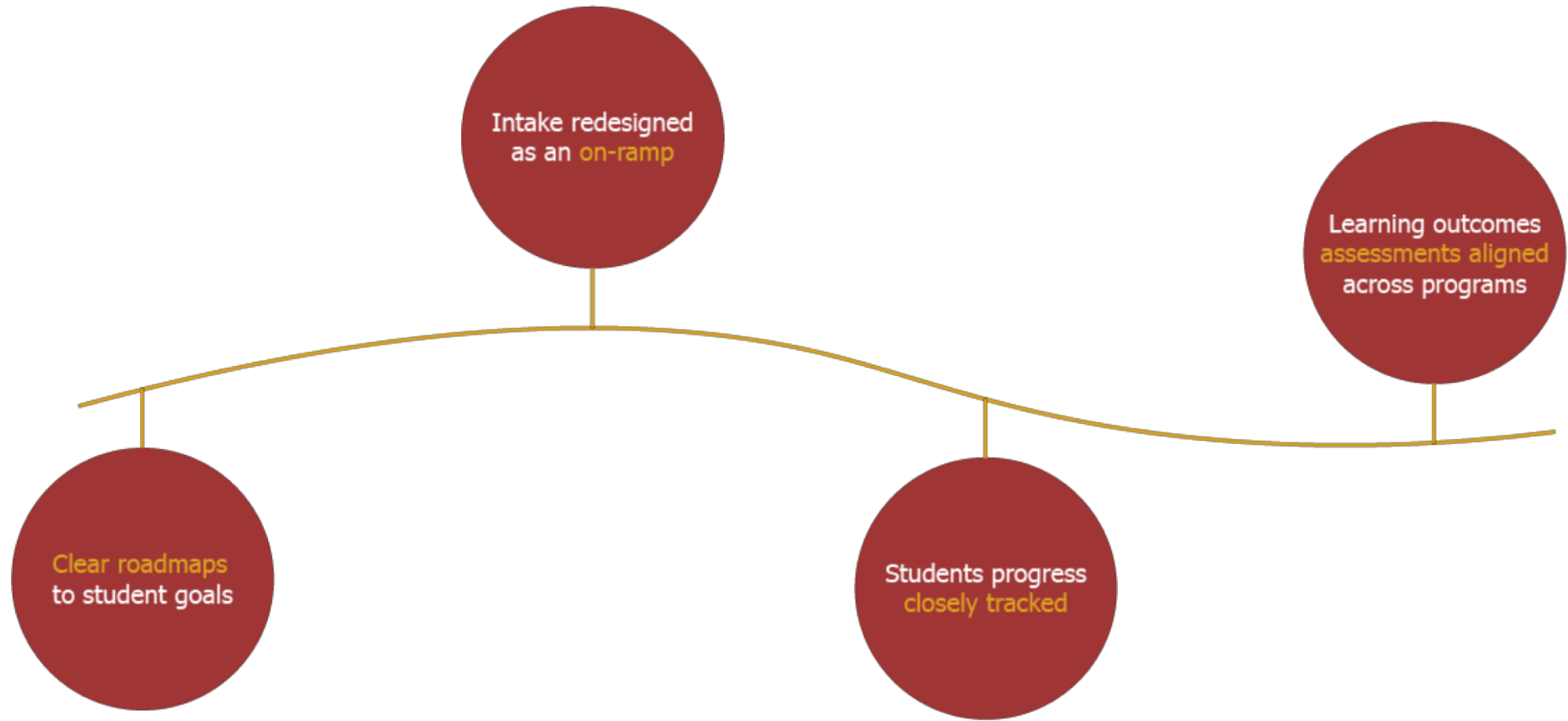
The Student Perspective



Entire Student Pathway



Guided Pathways College



Results

↓
Churning

↓
Early Transfer

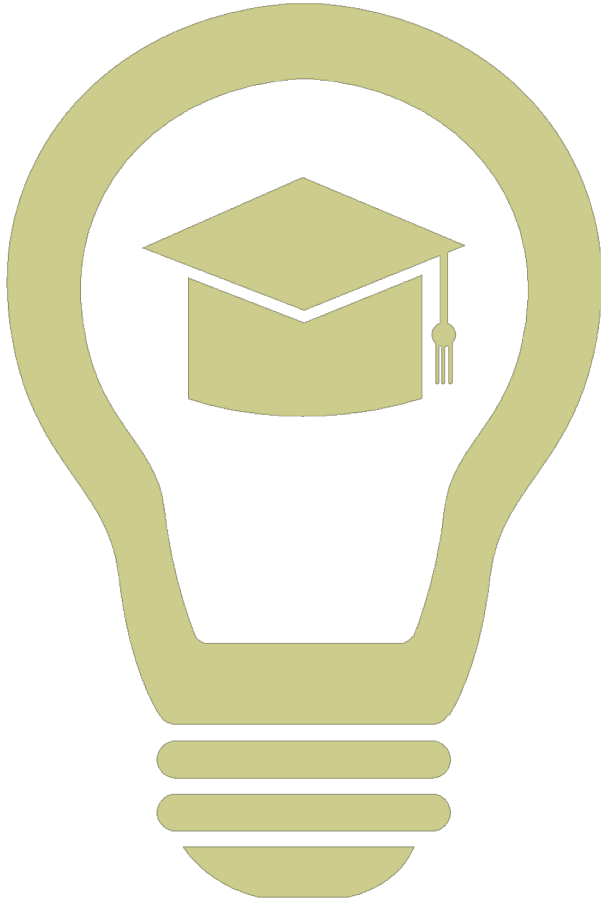
↑
Completion

↓
Excess Credits

↓
Time to Degree

↑
Skill Building

4 Big Ideas For Redesign



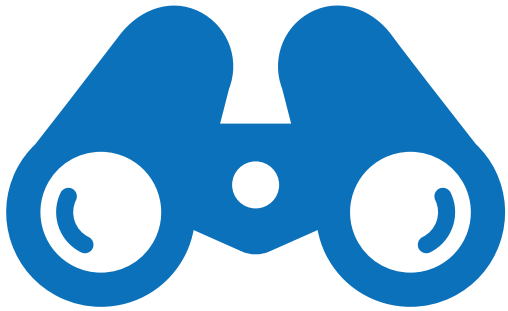
- 1 Mapping paths to student end goals
- 2 Helping students get on a path
- 3 Keeping students on a path
- 4 Ensuring that students are learning

CREATING SOCIAL RELATIONSHIPS



- Students who have strong relationships with peers and instructors are more likely to **feel that they belong in higher education**, and they are more likely to have **access to information and resources** that can help them succeed.
- Student support activities should promote sustained and meaningful interactions between students and their professors, advisors, and classmates so that the students can develop strong college-based relationships.

CLARIFYING ASPIRATIONS & ENHANCING COMMITMENT



- Most students understand that a college degree is important and will make them more employable, but many do not know what career they want to pursue or how college majors and course pathways are related to specific careers.
- Support services should **help students gain clarity about their academic and career goals** and should make clear **how the completion of particular course pathways will help them achieve these goals**. This increased clarity should in turn strengthen students' commitment to achieving their higher education goals.

DEVELOPING COLLEGE KNOW-HOW



- Students—particularly those from families with no college-going experience—may lack college know how and become overwhelmed by the cultural, behavioral, and logistical demands of college.
- Support activities should **help students develop college-readiness competencies** such as time management skills and should **help them understand when, how, and where to access important college services**, such as financial aid advising.

MAKING COLLEGE LIFE FEASIBLE



- Many community college students face challenges related to work, single parenting, or poverty that create barriers to academic success.
- Support services can **help students overcome obstacles in their daily lives** that, if left unaddressed, could become large enough to stymie progress toward a degree. For example, offering on-site daycare would help minimize the conflict between family and school, particularly for female students.

GUIDED PATHWAYS SUPPORT

Three activities colleges should undertake in support of Guided Pathways following the expertise of Student Affairs professionals are:

- Implementing proactive advising models
- Helping students fund their college experience
- Connecting the pathway to transfer or a job.



ALA CARTE ADVISING



Many colleges offer ala carte advising models where students can come to a person or department sponsored event primarily to select courses for subsequent semesters. This presumes students are good at navigating complex bureaucratic systems, know what they do not know, and are sophisticated in engaging in help-seeking behaviors.

PROACTIVE ADVISING



Proactive advising looks at the student experience in critical junctures, establishes milestone expectations at those junctures for students and the advising system, and provides the student the guidance and support to complete each milestone. Whether advising actions are faculty, professional adviser, or self-directed by the student, actions that are proactive instead of reactive and are strategically integrated as part of a systematic approach can produce positive outcomes for students

STUDENT FINANCIAL PLANNING

Helping students create a financial plan is as important as creating an educational plan. Financial Aid and other Personal Counselors can be very helpful in this process.

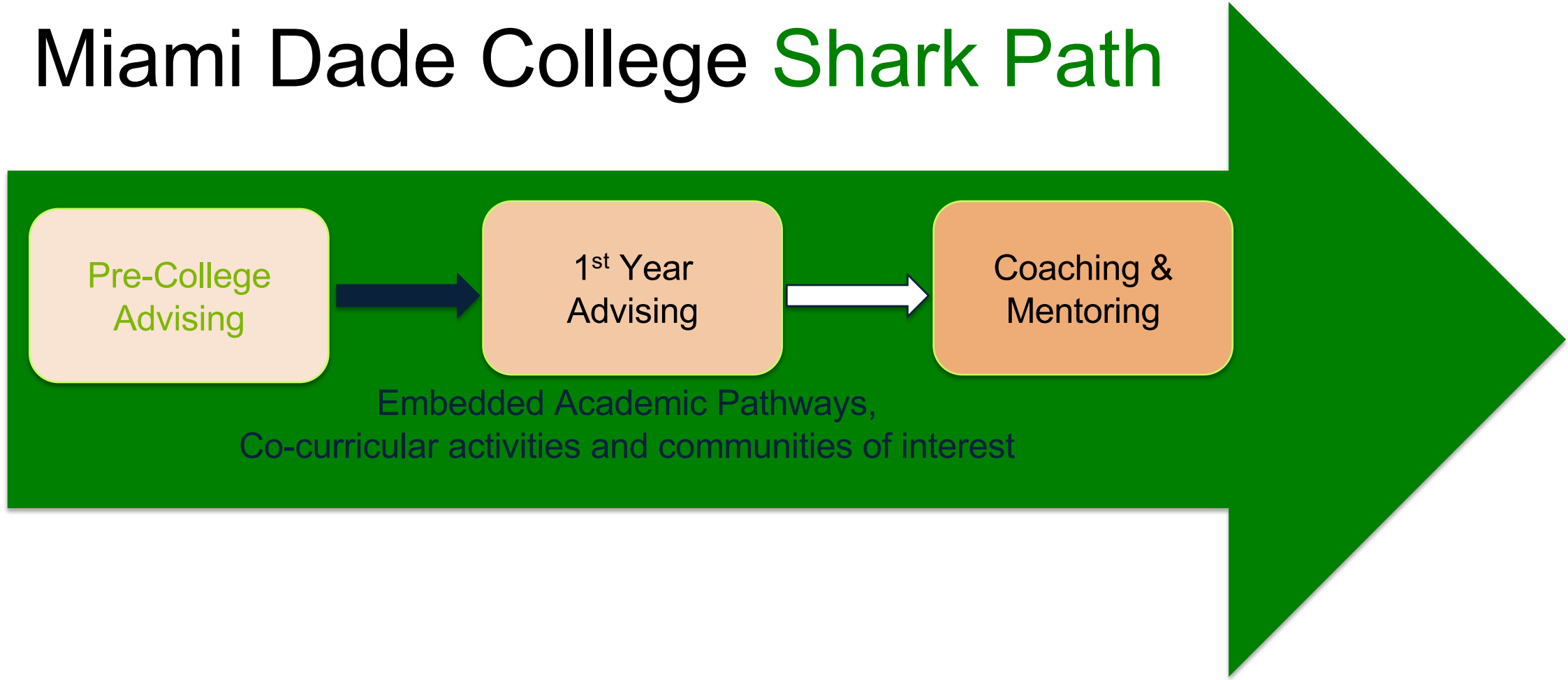


CONNECTING THE PATHWAY TO TRANSFER OR CAREERS

Learner and employer expectations are now converging. Learners and their families understand the consequences of making educational investments in ways not fully considered in the past. Introducing transfer and career opportunities for students as they begin at the college through the onboarding process will add major value for the student experience in helping clarify the path for the student.



Miami Dade College Shark Path



Pre-College
Advising

1st Year
Advising

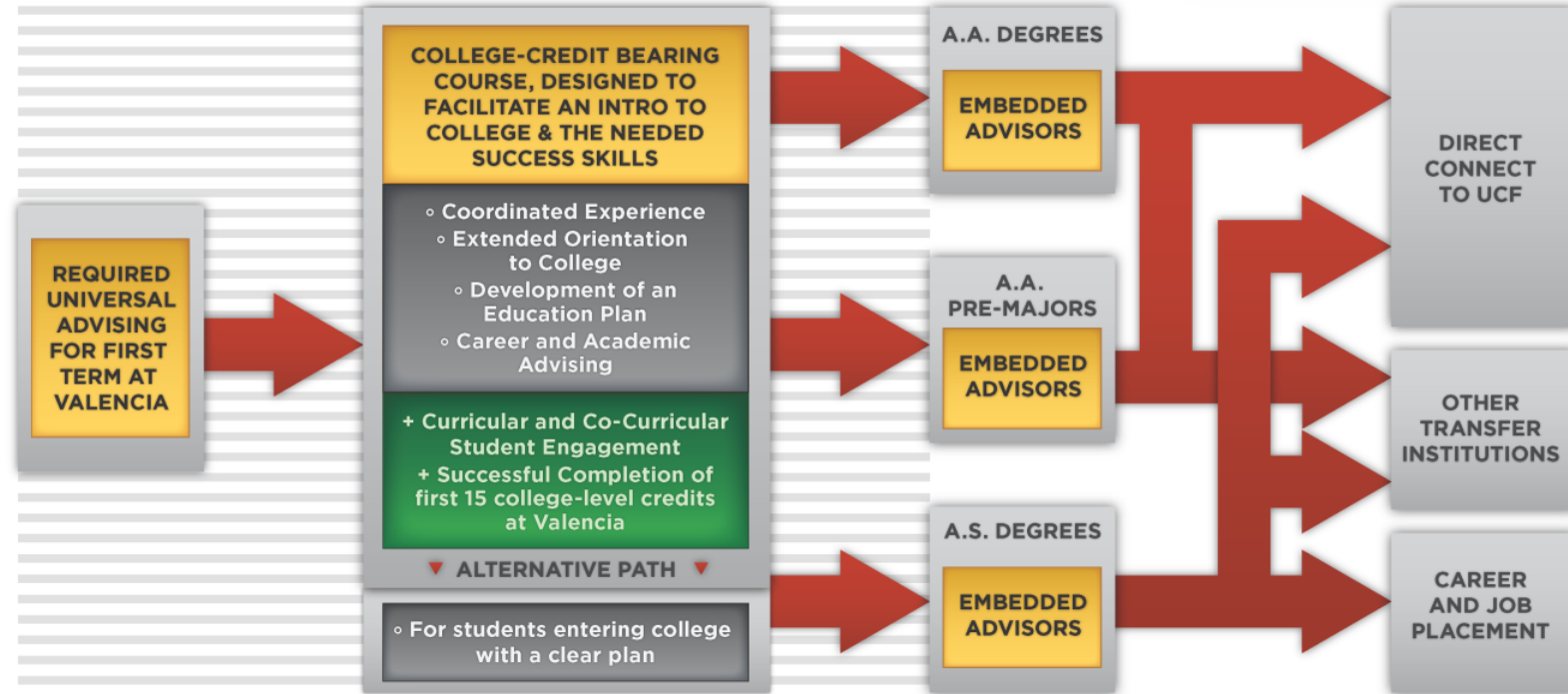
Coaching &
Mentoring

Embedded Academic Pathways,
Co-curricular activities and communities of interest

VALENCIA'S QEP / NEW STUDENT EXPERIENCE

TRANSITION TO DEGREE PROGRAMS

GRADUATION, CAREER PLACEMENT, & TRANSFER



LIFEMAP

LIFEMAP

LIFEMAP

COLLEGE TRANSITION-----INTRO TO COLLEGE-----PROGRESSION TO DEGREE-----GRADUATION TRANSITION

My Road To Success

My New Campus

PRE-ARRIVAL
ADVISING

Career & Academic
Advising



My First Day

SOCIAL
INTERACTION

College Culture
Integration



My First Year

CURRICULAR &
CO-CURRICULAR

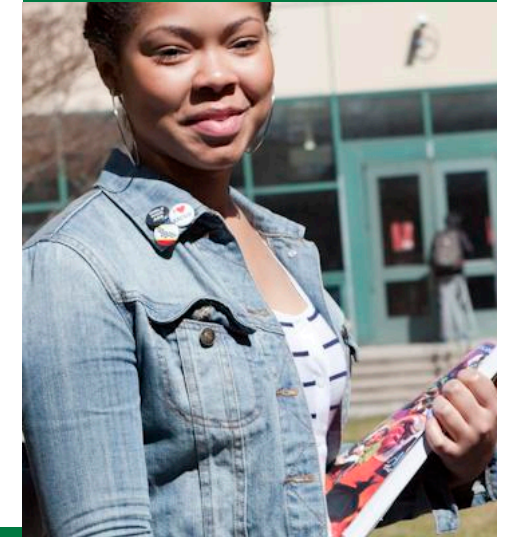
First Year Seminar
& Campus Events



My Next Steps

COMPLETION

Activities

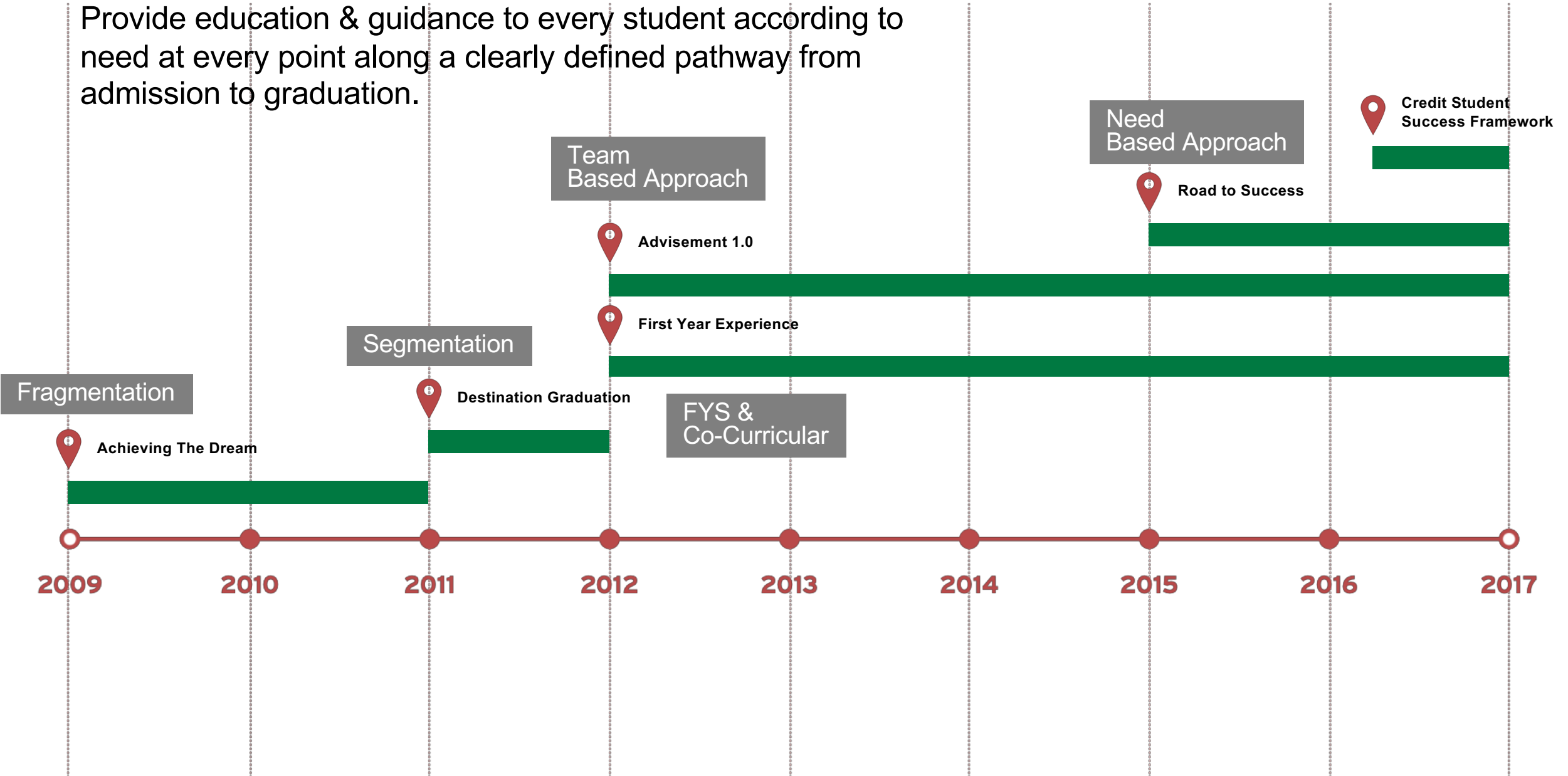


INTEGRATED STUDENT SUCCESS SKILLS

Refining The Student Experience

2009 - Present

Provide education & guidance to every student according to need at every point along a clearly defined pathway from admission to graduation.



Conversation with Dr. Tina Hart



Vice President, Enrollment & Student Services, Indian River State College

How To Succeed – Know Your GPA

GPA **Goals. Plans. Actions.**

- **Decide on a Goal**
- **Make a Plan**
- **Take Action**

10 Ways Everyone Can Help Support Student Success

1. **Ask students why** they are in college
2. **Help students navigate** their way through the different offices, programs and services at the college
3. **Connect students with services or resources** that can help them with career exploration, goal selection and ongoing academic assistance
4. **Have high expectations** for students and hold them accountable
5. **Ask students for feedback** about their experience, including what works, what needs improvement and what's missing
6. **Encourage participation** in out-of-class activities
7. **Help students build** peer support networks
8. **Show students that you are proud** to work at your institution and that they should be proud to be enrolled at your community college
9. **Recognize** the value of students' talents, abilities, skills and experiences **and connect** them with opportunities to contribute
10. **Communicate and demonstrate** to students that you care about their success

Source: Student Support (Re)defined The RP Group



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