

# Spring 2023 Planning Summit

Organized into subgroups, participants of the Spring 2023 Planning Summit brainstormed ideas to improve student outcomes and persistence through three primary areas:

- First Semester Orientation
- Light the Fire
- Holistic Student Support

Groups rotated members to spread ideas and expand discussion. The event concluded with groups working together in developing action steps that synthesized the diverse ideas brought forth for each area.

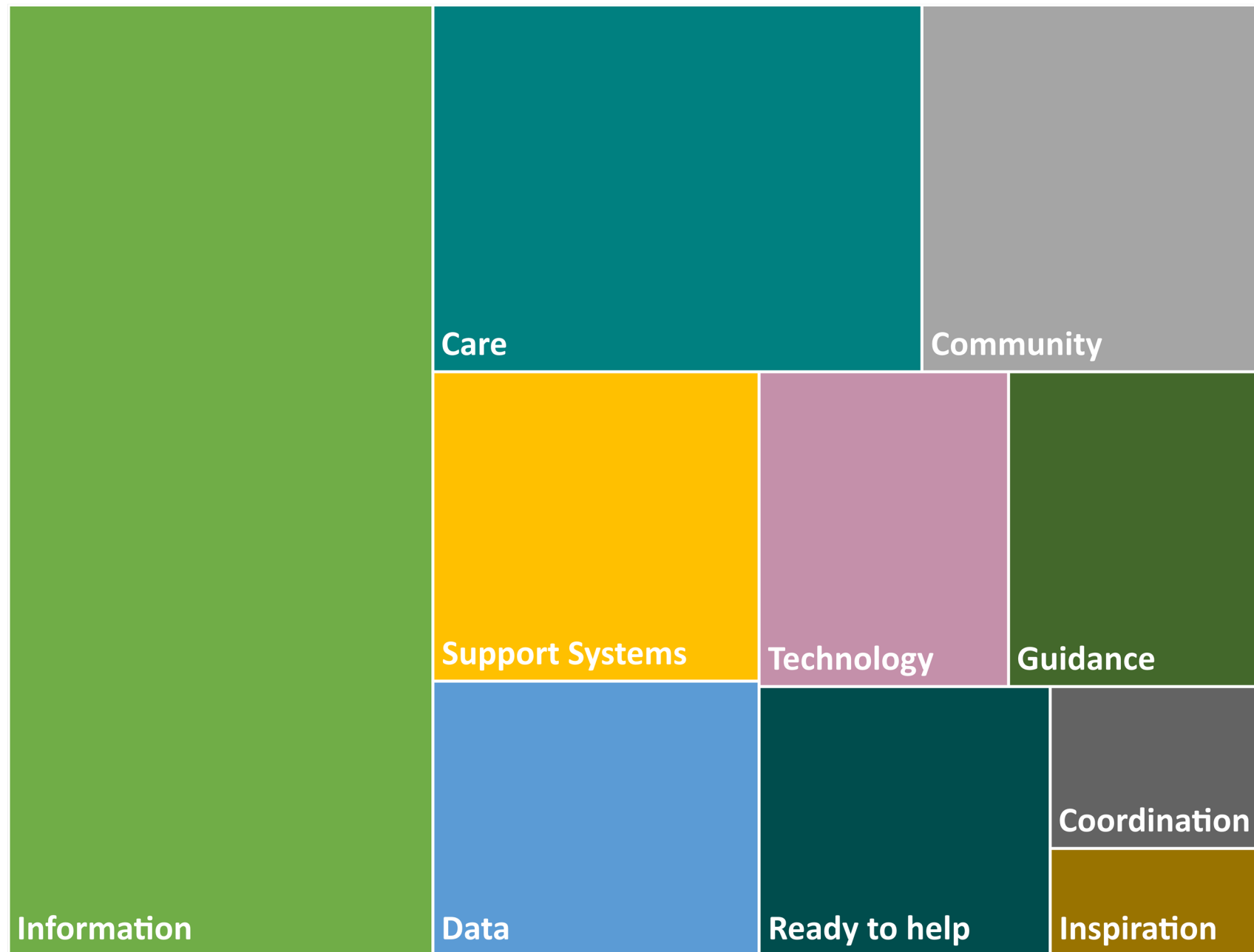


# First Semester Orientation

Revise current onboarding process in developing a student-centered approach by addressing barriers and provide clarity for connection and entry into the college.

- The most common theme in improving first semester orientation was providing **information** to connect students to resources and services - followed by having our students feel that Miramar takes **care** of them.
- Discussion on connecting student groups to form student **communities**, developing **support systems** that meet student needs, and collecting more targeted and DI-specific survey **data** to understand barriers were also common.
- Other topics of discussion included using **technology** to enhance communication and engagement, getting **ready to help** students, enhancing **coordination** across departments, and providing students with **guidance** and **inspiration**.

# First Semester Orientation



# First Semester Orientation

Information	<ul style="list-style-type: none"><li>• <b>Classroom visits</b> - Have staff from student services present information to high enrollment classrooms</li><li>• <b>Connect with student groups</b> - Enable student groups to share information to its members</li><li>• <b>Events to share information</b> - Host campus events to inform students on resources and services available</li><li>• <b>Extended orientation</b> - Extend the on-boarding process for new students by providing a continuous flow of information over the term</li><li>• <b>Simplify information</b> - Avoid confusion and information overload by simplifying informative materials and processes</li><li>• <b>Student calendar</b> - Provide a calendar with deadlines that students should know</li><li>• <b>Help desk/call center</b> - Provide a one-stop-shop for students to connect to resources they need</li><li>• <b>Widespread information campaign</b> - Reach out to students through email, phone, text, Canvas, posters, kiosks, IDs</li><li>• <b>Student voices</b> - Allow students to lead information campaigns so those who need help may feel more understood</li><li>• <b>Navigation</b> - Train and incentivize students to find resources and services ("Passport to Success")</li></ul>
Care	<ul style="list-style-type: none"><li>• <b>Mental health services</b> - Reach out to students and provide customized support</li><li>• <b>Connect</b> - Welcome students and get to know their background and interests upon meeting</li><li>• <b>Training</b> - Prepare staff/faculty to be welcoming and culturally responsive through professional development</li><li>• <b>Physical spaces</b> - Provide students and student groups (DI, ACP) with campus spaces to feel safe and welcomed</li><li>• <b>Peer support</b> - Encourage students to support one another by allowing them to share their struggles and advice</li></ul>
Community	<ul style="list-style-type: none"><li>• <b>Cohorts</b> - Build community through cohorts so students with similar points of their academic journey may work together</li><li>• <b>Student groups</b> - Introduce programs that allow students to feel connected to one another (Puente, Umoja, LGBT+, ACP)</li><li>• <b>Embrace diversity</b> - Provide opportunities for subgroups to interact and build a broader campus community</li><li>• <b>Socialization</b> - Allow new students to mingle (social events, shared parking area)</li></ul>
Data	<ul style="list-style-type: none"><li>• <b>Student feedback</b> - Obtain data through short but more frequent student surveys</li><li>• <b>Incentives</b> - Provide incentives to improve response rates (snacks, prizes)</li><li>• <b>DI groups</b> - Target surveys at DI groups to understand barriers</li></ul>

# First Semester Orientation

Support Systems	<ul style="list-style-type: none"><li>• <b>Flexibility</b> - Offer hybrid options for instruction and services</li><li>• <b>Meet needs</b> - Enable students by providing basic needs, financial aid, and academic support</li><li>• <b>Improve processes</b> - Simplify processes and accommodate non-English speaking students</li><li>• <b>Staffing</b> - Meet student needs by having enough staff</li></ul>
Ready to Help	<ul style="list-style-type: none"><li>• <b>Informed faculty</b> - Enable faculty to help students by informing them of resources and services available (professional development)</li><li>• <b>Early alert system</b> - Identify students who are at risk of dropping or failing in order to intervene</li><li>• <b>Engagement</b> - Open communication (verbally, email) with students to understand their needs</li></ul>
Technology	<ul style="list-style-type: none"><li>• <b>Phone apps</b> - Introduce apps to inform and engage students (Handshake, MyCoach)</li><li>• <b>Text alerts</b> - Inform students by sending out limited but informative text alerts</li><li>• <b>CRM system</b> - Implement a Customer Relationship Management system to better serve students</li></ul>
Guidance	<ul style="list-style-type: none"><li>• <b>Mentors</b> - Develop mentor connections through career events, alumni outreach, and orientation</li><li>• <b>Planning</b> - Help students plan their academic and career goals through events and simplified information</li><li>• <b>Inclusion</b> - Engage with individuals from DI populations, non-English speakers, and non-transfer students</li></ul>
Coordination	<ul style="list-style-type: none"><li>• <b>Coordination</b> - Combine efforts across departments to help students</li></ul>
Inspiration	<ul style="list-style-type: none"><li>• <b>Inspiration</b> - Inspire students at convocation and through diverse speakers</li></ul>

# First Semester Orientation

## Action Steps

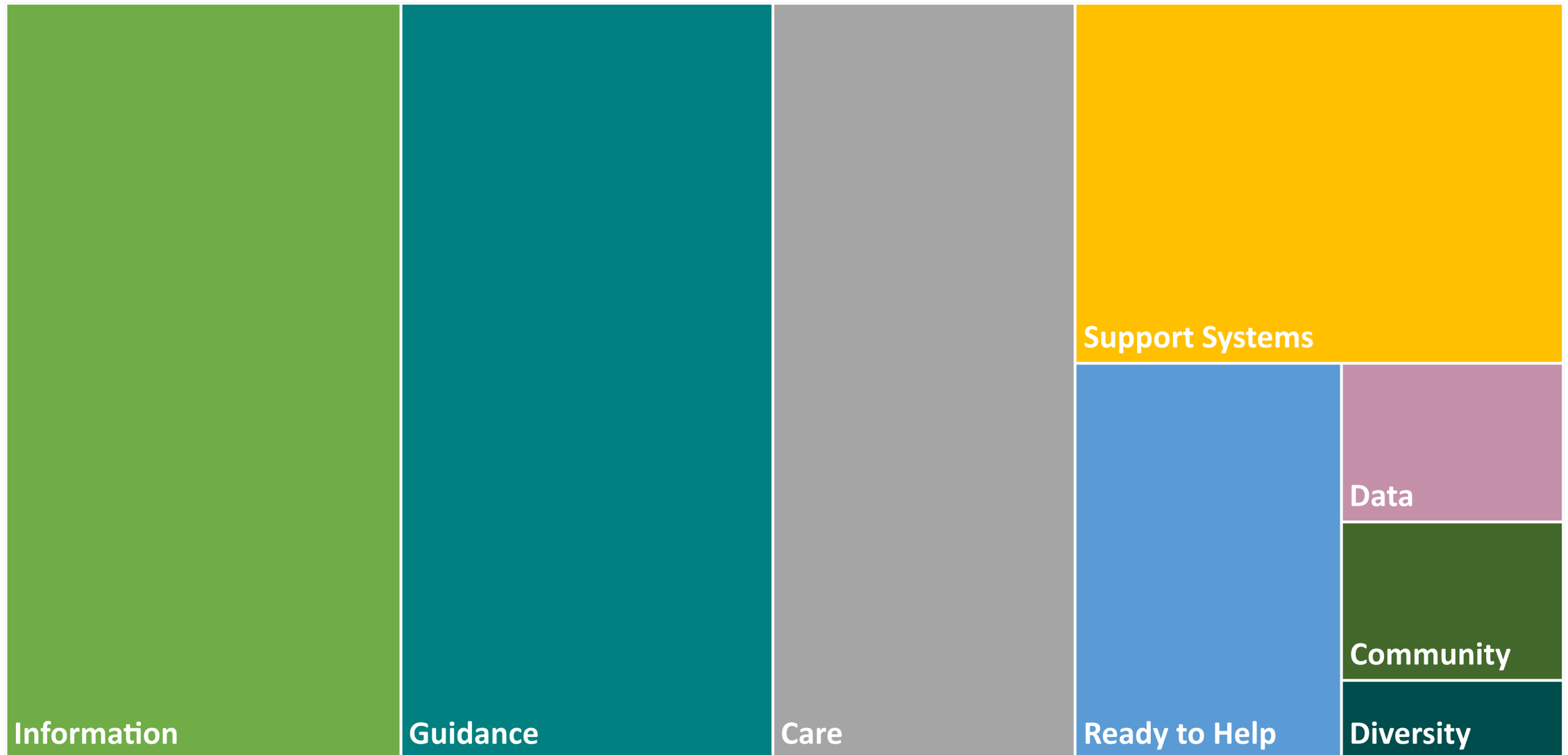
1. Consolidate data and bring in more researchers
  - Qualitative and quantitative data
2. Implement a Customer Relationship Management (CRM) system
  - Connect students to resources and services
  - Single point of contact
  - Call center
3. Provide students tailored orientations with ongoing checks
  - Systemized human follow-up
  - Faculty involvement

# Light the Fire

A series of professional development workshops focusing on building strategies that can be integrated in the classroom and through campus wide services aimed at igniting students to become more engaged in their educational journey.

- The most common theme in igniting student engagement was providing students with **information**, **guidance**, and **care** through multiple venues.
- Discussion on strengthening the **support Systems** to better serve DI groups and committing to being **ready to help** were also common.
- Other topics of discussion included collecting **data** to identify common challenges for students, building **communities** by ACPs, and embracing **diversity** through increasing outreach for more representation.

# Light the Fire



# Light the Fire

Information	<ul style="list-style-type: none"><li>• <b>Classroom visits</b> - Have staff from student services present information to high enrollment classrooms</li><li>• <b>Navigation</b> - Teach students how to find resources and services (tours, demonstrations)</li><li>• <b>Events</b> - Host campus events to inform students on resources and services available</li><li>• <b>Incentives</b> - Incentivize students to attend information events (extra credit)</li><li>• <b>Canvas</b> - Share information on resources, services, and events through Canvas</li><li>• <b>Video presentations</b> - Inform students of resources through short in-class videos</li><li>• <b>Enrollment</b> - Increase enrollment of "Light the Fire" courses</li></ul>
Guidance	<ul style="list-style-type: none"><li>• <b>Career exploration</b> - Embed career exploration in the classroom through live/recorded speakers</li><li>• <b>Mentors</b> - Connect students with peer, faculty, and alumni mentors</li><li>• <b>Inclusion</b> - Introduce diverse (DI populations) speakers and mentors for students to connect</li><li>• <b>Events</b> - Host events to connect students with mentors and career services</li></ul>
Care	<ul style="list-style-type: none"><li>• <b>Caring culture</b> - Endorse a culture that cares for its students through listening, trust, and understanding</li><li>• <b>Cultural humility</b> - Embrace cultural humility</li><li>• <b>Individualized support</b> - Get to know students to understand their unique needs</li><li>• <b>Continued support</b> - Follow up with students throughout the term</li></ul>

# Light the Fire

Support Systems	<ul style="list-style-type: none"><li>• <b>Hours</b> - Expand hours of operations to serve all students</li><li>• <b>DI support services</b> - Develop support services to help DI groups</li><li>• <b>Staff</b> - Increase resources for support services to help more students (specialized counselors, motivate, more staff)</li><li>• <b>Affordability</b> - Consider open educational resources to reduce the cost on students (zero textbook costs)</li></ul>
Ready to Help	<ul style="list-style-type: none"><li>• <b>Early alert system</b> - Identify students who are at risk of dropping or failing in order to intervene</li><li>• <b>Informed faculty</b> - Enable faculty to help students by informing them of resources and services available (cross-training)</li><li>• <b>CRM</b> - Use a Customer Relationship Management system a point of contact for struggling students</li></ul>
Data	<ul style="list-style-type: none"><li>• <b>Student feedback</b> - Obtain data by surveying students (by class level, find common challenges)</li></ul>
Community	<ul style="list-style-type: none"><li>• <b>Community</b> - Build communities in the classroom and by ACPs</li></ul>
Diversity	<ul style="list-style-type: none"><li>• <b>Diversity</b> - Increase outreach for more representation</li></ul>

# Light the Fire

## Action Steps

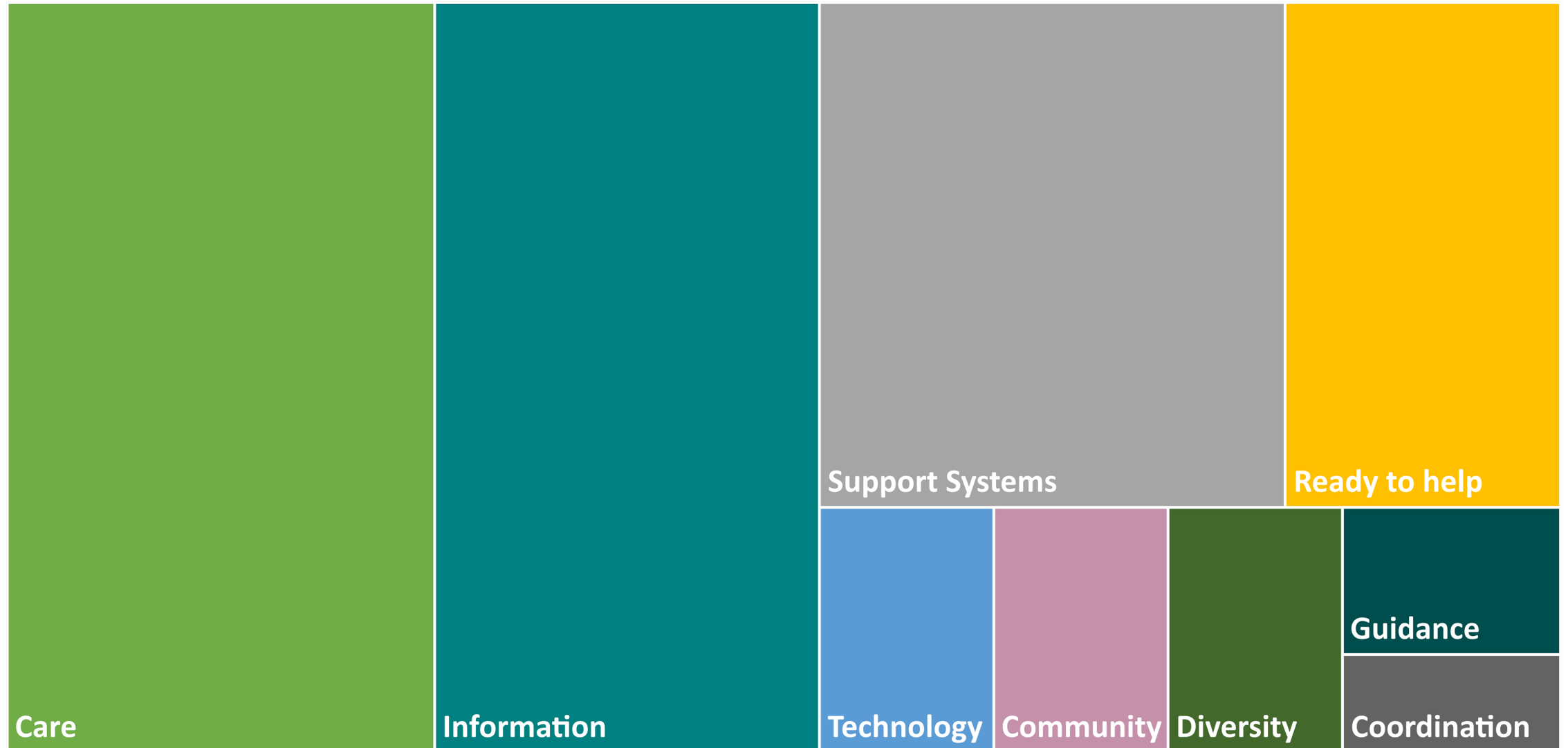
1. ACP welcome message from point of contact
  - Career coach, counselor, faculty
2. Monthly ACP social event to connect students to resources
  - Specific to “Light the Fire” courses
  - In-person and online
3. Engage students with “early alert” actions to identify at-risk students
  - Provide additional support and resources

# Holistic Student Support

Supporting students holistically by designing student-centered practices and policies that address the academic and personal needs of all students to ensure they can thrive.

- The most common theme in providing holistic student support was having students feel that Miramar takes **care** of them - followed by providing concise **information** and developing and improving **support systems** to better meet student needs.
- Discussion on being **ready to help**, improving web **technology**, fostering student **communities**, and embracing **diversity** through representation were also common.
- Other topics of discussion included providing students with **guidance** and enhancing **coordination** between departments.

# Holistic Student Support



# Holistic Student Support

## Care

- **Caring culture** - Endorse a culture that cares for its students through listening, trust, and understanding
- **Cultural humility** - Embrace cultural humility
- **Inclusion** - Understand cultural diversity and implement cultural responsiveness (training)
- **Physical spaces** - Provide students and student groups (DI) with campus spaces to feel safe and welcomed
- **Individualized support** - Get to know students to understand their unique needs
- **Continued support** - Follow up with students throughout the term
- **Warm handoff** - Connect students to resources in-person (walk to point of contact and introduce student)
- **Mental health services** - Provide mental health counselors
- **Positive language** - Use positive language to encourage students (syllabi, processes)

## Information

- **Simplify information** - Avoid information overload by providing clear information (infographics, focused, limit emails)
- **Widespread information campaign** - Reach out to students through email, phone, text, Canvas, posters, flyers, social media
- **Help desk/call center** - Provide a one-stop-shop for students to connect to resources they need
- **Classroom visits** - Have staff from student services present information to high enrollment classrooms
- **Orientation** - Ensure information is presented during convocation and the entire onboarding process
- **Navigation** - Train and incentivize students to find resources and services ("Passport to Success")
- **Student calendar** - Provide a calendar with deadlines that students should know

## Support Systems

- **DI support services** - Develop support services to help DI groups (Puente, Umoja)
- **Hours** - Expand hours of operations to serve all students
- **Contact** - Provide in-person services
- **Staff** - Increase resources for support services to help more students (more staff/counselors)
- **Improve processes** - Simplify processes to make connecting to resources easier (single point of contact)
- **Housing** - Promote affordable housing for students
- **Normalization** - Normalize seeking support services

# Holistic Student Support

Ready to help	<ul style="list-style-type: none"><li>• <b>Informed faculty</b> - Enable faculty to help students by informing them of resources and services available (cross-training, professional development, onboarding, faculty resource fair)</li><li>• <b>Encouragement</b> - Encourage faculty to promote student resources</li><li>• <b>Early alert system</b> - Identify students who are at risk of dropping or failing in order to intervene</li></ul>
Technology	<ul style="list-style-type: none"><li>• <b>Website</b> - Simplify college website to be more user friendly</li></ul>
Community	<ul style="list-style-type: none"><li>• <b>Classrooms</b> - Build communities in the classroom through group activities</li><li>• <b>Campus</b> - Build communities outside the classroom through group activities and encourage club participation</li></ul>
Diversity	<ul style="list-style-type: none"><li>• <b>Diversity</b> - Represent DI groups through faculty, mentors, and campus leaders</li></ul>
Guidance	<ul style="list-style-type: none"><li>• <b>Mentors</b> - Provide opportunities to develop mentor connections</li><li>• <b>Career exploration</b> - Embed career exploration in the classroom</li></ul>
Coordination	<ul style="list-style-type: none"><li>• <b>Coordination</b> - Expand collaboration between faculty and student services</li></ul>

# Holistic Student Support

## Action Steps

1. Professional development for all employees
2. Recruit more change agents
3. Improve information and communication
  - Centralized information
  - Resource fair
  - Interaction across plans and committees
  - Customer Relationship Management (CRM) system
4. Develop a sense of belonging through Puente/Umoja programs
  - Financial resources, staffing, training, campus spaces
  - Learning community
5. Develop a culture of care
  - Classroom visits from student support services
  - Professional development, onboarding, cross training
  - Warm handoffs (in-person and virtual)

# Overall Themes

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## 1. Information:

- Provide students with a stream of concise information so they become aware of events and resources available, while keeping in mind relevancy for each student.

## 2. Care:

- Ensure that students feel cared for through positive individualized interactions, welcoming student spaces, and cultural humility.

## 3. Support Systems:

- Develop and improve support systems for students by accommodating various student needs, whether by DI groups or overall accessibility.

## 4. Guidance:

- Connect students with mentors and encourage exploration of career opportunities.

## 5. Community:

- Foster students communities through ACPs, classrooms, and DI programs.

## 6. Ready to Help:

- Be ready to help students by being informed of student needs and the resources they can access.

# Action Step Themes

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- Faculty involvement:
  - Professional development to understand student resources
  - Welcome and check in with students over the term
- Establish communication with students through a point of contact:
  - CRM (Customer Relationship Management) system
  - Career coach, counselor, faculty
- Connect students to resources through various methods:
  - CRM system
  - Events and fairs
  - Classroom visits by student services
- Provide a human touch:
  - Follow-ups
  - Handoffs