Spring 2025 Planning Summit

Supporting the Student Journey

SAN DIEGO MIRAMAR COLLEGE

OFFICE OF INSTITUTIONAL EFFECTIVENESS

What were the reoccurring topics of discussion?

Building a community that fosters a **sense of belonging** and offers **humanized support:**
Warm hand-offs, empathy, follow-up, clubs, events, opportunities to connect (commuters, online-only, evening, all employee types), welcoming spaces (student lounge, Common Ground, classrooms), accommodate all languages and cultures, help navigate college and adult life, overcome social anxiety, safety (evening, intimidated by police presence), in class collaboration, customized feedback

Improving the **awareness and visibility** of resources:
Basic Needs, Food Pantry, Mental Health, equity programs, awareness for both students and employees, scavenger hunt, remind students, Day 1 in-class resource sharing, utilize Canvas

Providing **resources** and **empowerment** to support both students and employees:
Help meet basic needs, utilize employees by offering volunteering opportunities, skill workshops for students (communication, career, financial, life skills), technological literacy, professional development, resource sharing, growth mindset, areas to receive technical help

Ensuring **accessibility** to educational opportunities and resources:
Eliminate stigmas for using resources (Basic Needs, Mental Health), more class spaces by offering more sections and removing fraudulent students, help students navigate, address technology issues (IT troubleshooting sessions), access to technology for both students and instructors, everyday costs (supplies, free printing, bus passes, gas cards)

Addressing needs in **communication** and **information**:
Information overload, accurate and complete information, outreach and data on non-traditional students (remote, part-time, afternoon, etc.), Pronto translator, Discord, text vs email, utilize AI (ChatGPT, chatbots), use social media, streamline communication (CRM, clear, concise), contact students for both connection and to address fraudulent students, develop student communication skills, set clear course expectations, embed out of class time expectations at registrations, work across department, Ocelot to text students

Supporting students through **institutional collaboration** and **alignment**:
Across departments and colleges (goals, processes), tri-chairs for committees, include classified and faculty in program review, consistent and methodic schedules

Student Readiness
Barriers / Areas for Improvement

Communication & Information: Non-mandatory orientation, information overload, accuracy and completeness of online information, lack of communication, students not checking emails, outreach to high schools, educating parents

Accessibility: Fraudulent students taking spaces, modality of resources, financial aid arriving in time, navigating (setting up emails, applications, IT tickets, supplemental verification), no technology at home

Support & Belonging: Student spaces, specialized support, overwhelmed, political climate, adapting to adult responsibilities

Resources & Awareness: Lack of awareness by both students and employees, lack of resources

Best Practices / Goals

Humanized Support: Patience, adaptability, space to have crucial conversations, customized experience, reassurance, ask right questions, show care, follow up, careful wording, mentorship, walk students to resources

Communication & Information: Student dashboard, targeted text campaigns (Ocelot), outreach (HS, workshops, student email Miramar DL), incentivize use of office hours, AI (ChatGPT, chatbots), use social media, embed acknowledgement of course time commitments at registration, collaboration

Resources & Awareness: Scavenger hunt, to-do list, Day 1 in-class resource sharing, remind students (food pantry), student services Canvas page, general answers in single location (K building), inform students

Accessibility: Walk-in counseling, gas cards, area to receive technical help (email account, Canvas), bus passes

Student Engagement
Barriers / Areas for Improvement

Support & Belonging: Competing responsibilities, lack of student investment, lack of connection, fear/social anxiety, navigating social/campus norms, need more events (family friendly), inclusion (remote, part-time, afternoon students), clubs with financial obligations, fragmented campus experience

Communication & Information: Information overload, accuracy of information, outreach to students (remote, part-time, afternoon), marketing modality overload, good intentions but bad outcomes

Resources & Accessibility: Lack of club funding, technology issues, meeting basic needs

Best Practices / Goals

Support & Belonging: Warm hand-offs and greeting, free food, advocate, adapt based on feedback (events), welcome spaces, empathy, community building events (dogs, chess, open house), cross club collaboration, buddy system

Institutional Collaboration & Alignment: Case management with shared tracking, cross department collaboration, seek outside resources, leverage ASG, more involvement and opportunities on committee / senate, consistent and method schedules

Empowerment: Workshops (Life Kit, goal-oriented), mentors, soft-skills training, ongoing mandatory professional development, student info hub

Class Engagement
Barriers / Areas for Improvement

Support & Belonging: Competing responsibilities, language barriers, non-welcoming environments (classrooms), feedback, student perception of abilities, overcommitment, falling behind, clear expectations

Accessibility: Class availability (fraudulent students) and visibility, timing of career counseling, technology for students and instructors (access, cost)

Best Practices / Goals

Support & Belonging: Clubs and events (awareness, free food), group work within classrooms, networking, Pronto translator, immersive reader, Discord, flexibility based on needs, culture of connection, feedback on assignments (frequent, personalized), immersive reader, work based learning, opportunities to review (extra credit), peer-to-peer learning, flexibility

Communication & Information: Resource scavenger hunt, streamline communication (CRM, "This week @ Miramar"), direct and specific examples, Pronto translator, Discord, address fraudulent students (Zoom, meetings with students, email conversation before sending add code), connect students (clubs, events, resources)

Holistic Institutional Support

Barriers / Areas for Improvement

Belonging: Competing responsibilities, language barriers (applications), cultural differences, lack of connection for NANCE, lack of clubs, connecting with students (all employee types), commuting, culture

Accessibility: Access to technology, technological literacy (navigating, proficiency), laptops vs phones, multifactor authentication issues, immediate IT help, slow implementation, not enough course offerings, funds to print, transportation

Resources & Awareness: Basic needs (visibility), mental health, costs (textbooks, printing, laptop, enrollment), knowledge of what each office offers

Empowerment: Guidance to understand needs (courses to take, supplies, books), technological literacy, basic skills course, delays in implementing ideas

Communication & Information: Lack of knowledge on data available, working in isolation, texting vs email, communication between staff and students

Best Practices / Goals

Belonging: Multi-lingual services, warm hand-offs, school spirit, counseling, clubs and activities, student spaces (Common Ground), personalized support (know the student), "Make the Invisible, Visible", culture of philanthropy

Empowerment: Extended onboarding (leadership practices), embrace technology, growth mindset, facilitate collaboration and resource sharing

Resources: IT troubleshooting sessions, offer supplies to students, free water, resourcefulness (mini-grants, donations, out-of-pocket)

Student Wellness

Barriers / Areas for Improvement

Accessibility: Triage (prioritization), stigma of resource use (mental health, DSPS, food pantry, deserve), non-traditional students support (online only, commuters, evening), internet, access to work based learning, class size, support after 2 years, walk-in counseling, students unsure if qualify for resources, transportation

Communication & Information: Information overload, information gaps, understanding next steps, input from student facing roles, student emails not being used, campus-wide communication, student communication skills, data on non-accreditation focused marginalized populations, unsure of needs

Belonging: Student spaces (lounge, food), commuting, fear (evening, tasers), cultural awareness, online only students, federal administration

Institutional Alignment & Accountability: Different processes across colleges, alignment across departments, slow processes

Resources, Empowerment, & Awareness: Awareness (equity programs, mental health, wellness, train to connect students, signage), student skill development (communication, career, financial, time management), opportunities for employees to volunteer

Best Practices / Goals

Resources, Awareness, & Accessibility: Free printing, counseling (longer sessions, walk-ins), combat stigmas (normalize), outreach to marginalized groups, resource scavenger hunt, increase police surveillance, course offerings (more sections, during non-primary terms), mental health professionals

Humanized Support: Reassurance, warm hand-offs, empathy, snack baskets, private conversations when needed, use student feedback, combat stigmas (self-disclosure, empathy), cultural awareness for student health, individualized support from instructors, peer ambassadors within ACPs

Communication & Information: Bridge information gap, transparency of capabilities, Canvas shells, limited and mindful communication, outreach to marginalized groups, Discord, share data to drive decisions, website, early warning system for drops

Institutional Alignment & Accountability: Alignment across colleges and departments, police (decrease reliance for mental health responses, decrease visibility), tri-chairs for committees, include classified and faculty in program review, transparency

Empowerment: Counseling training, financial literacy office, industry specific resume support, training (Canvas, grant-writing, fund raising, technology)