

STUDENT SUCCESS STRATEGIES AND INTERVENTIONS WORK GROUP REPORTS

Strategy or Intervention: Provide “How To”/Informational videos in short, easily accessed YouTube style format (Don)

Workgroup: Don Potter, Paty Montoya, Heidi Lockhart, Manuel Cerda, Anabel Perez, Maria Macedo, Maryann Tolano-Leveque

Brief Description: Develop videos with step-by-step instructions with screenshots as appropriate for:

1. Applying to: Mt. SAC (New and Returning students); Financial Aid (FAFSA/BOG); Specialized Programs (Arise, Aspire, Bridge, CalWORKs, etc.)
2. Getting an Appointment: Assessment, Orientation, Ed Plan/Counseling
3. Informational: Application vs. Registration; Using Add Codes; Wait List; Drop for Non-Payment; Activating Higher One card; Student Code of Conduct.

Process: Develop template for consistency of information across departments

- Add captioning for all
- Make available in a sign language format as resources allow

Tips: Keep it simple/engaging; use catchy phrases; involve students to develop information and in the actual videos

Activities	Responsibility	Time Line	Implementation Process

Strategy or Intervention: Behavioral Wellness Team (Marti)

Workgroup: Grace Hanson, Heidi Lockhart, Desiree Marquez, Marti Whitford & Carolyn Keys

Brief Description: How to improve and integrate our approaches to working with challenging students and difficult situations

Activities	Responsibility	Time Line	Implementation Process
Coordinate resources and related training options such as Kognito At-Risk Training.	Marti Whitford and Carolyn Keys	September 2014	Work with Health Services and community resources to develop listing of available resources and training for BW Team to become more cohesive and effective in delivering service to the campus community.
Develop webpage and outreach materials to promote the purpose and function of the Behavioral Wellness Team	Behavioral & Wellness Team (C.Keys)	December 2014	Meet with Marketing dept. to develop concept and materials. Work with IT to develop webpage
Provide team’s purpose, function and goals for	Same	January 2015	Distribute marketing materials and schedule BWT to provide information at various department/team meetings and flex day.

campus wide distribution.			
Promote training opportunities to assist staff in understanding and assisting students in crisis.	Same	March 2015	Develop a series of training activities and work with POD to offer them to faculty and staff.

Strategy or Intervention: Dream Center -AB 540 (Anabel)
Work group: Anabel Perez, Paty Montoya, Tannia Robles, Irene Herrera, Chau Dao, Heidi Lockhart and George Bradshaw

Brief Description: Develop and provide a center where services and programs are provided for Dreamers.

Activities	Responsibility	Time Line	Implementation Process
Student focus group to determine which services they would want and what to call the center.	Team		
Develop quick reference guide, review materials that HSO currently uses, and make sure information is up to date.	Team Tannia to share the info HSO currently shares		
Reactive the Mt. SAC Dream Team Committee	Elmer		
Visit Pasadena City College's Dream Center, CSUF Dream Center, PCC provides ally training	Anabel		
Look into the number of students that are identified as AB540 via Admissions and Financial Aid – how many students will the Center potentially serve.	George / Manny		
Look into staffing – 1 coordinator designated, make sure there is a counselor or a counseling component a part of the Center.	Team		Review information/intervention group for Foster Youth, is that similar to Dream Center?

Notes/Clarifications: Need to schedule a follow up meeting (Anabel) .

Strategy or Intervention: Reaching Underserved Students (Maryann)

Workgroup: Maryann Tolano-Leveque, tom Mauch, Don Potter, Diana Felix, Tamiaka Hunter, Irene Herrera, Patty Montoya, Chris Sweeten, Antonio Bangaloy and Vimi Bharadwaj

Brief Description: Targeting communication to specific populations through person-to-person communication, classrooms, and electronic media

Activities	Responsibility	Time Line	Implementation Process
New position, hire a director to run a cultural center where students can go to find out about available services	Audrey Yamagata-Noji and Tom Mauch	Summer 2014 – Fall 2014	Crate a job description and hire this position using either Student Equity or SSSP funding
Physical space – for undocumented students, foster youth, and the LGBT community	New Director of Cultural Center	Hire new position over the summer and start in Fall 2014	Provide a Cultural Center to include counseling for undocumented students, foster youth and the LGBT community. It would be open to anyone who wants guidance/direction on available services. Ideally it would be open until 7 PM
Electronic communication – Use what we already have at our disposal	New Director of Cultural Center	Fall 2014	Connect with students via email, the student portal, and social media
Community – start with the local high schools and grow from there	New Director of Cultural Center and high School Outreach	Fall 2014	Work with HSO to start communicating available services at the local high schools. Let the community know about our services before they get here.
Focus Groups – Work with IRP to create a campus climate survey. Make sure there are separate surveys for each group (i.e. students, faculty, staff, and managers) and survey everyone.	New Director of Cultural Center	Fall 2014	The new director will work with IRP to develop the campus climate survey and develop a communication plan to encourage the campus community to complete it.
Classroom – In general, the yield tends to be low when reaching out to Mt. SAC applicants because many of them do not end up enrolling, but reaching out to	New Director of Cultural Center	Spring 2015	Identify the various populations that we can connect with via specific classrooms (i.e. academic personal, basic skill, financial) and disseminate early intervention packets that include important information about available services.

classroom works because they're already here			
Student Street Team – Peer to peer communication to engender more credibility among students and better target the underserved populations.	New Director of Cultural Center	Fall 2014	Work with the various offices that have historically underserved students who have benefited from support services and hire them to be a part of a student street team that can be trained to attend events and speak about the programs and also provide class presentations.
Leadership group – talk across different layers to make sure that we are on the right track/same page	New Director of Cultural Center	Fall 2014	Establish a committee to discuss relevant issues, recommend effective support services, and marketing efforts. “Provide layers of multiple efforts. Note one cookie cutter solution for all.” – Tamiaka Hunter

Strategy or Intervention: Campus Quick Links/Reference Guide (George)			
Workgroup: Diana Felix, Desiree Marquez, Heidi Lockhart, Tamiaka Hunter, Carolyn Keys, Chau Dao, Jim Ocampo, Antonio Bangloy, George Bradshaw:			
Brief Description: The information in the documents will help employees’ rapidly direct student to information related to a variety of programs, services and offices.			
Activities	Responsibility	Time Line	Implementation Process
Survey key campus offices to collect and compile FAQ related to helping students.	Group	Completed	The information is collected. However, since the information resides at various web addresses, the format is cumbersome and might be better as a searchable PDF or some other medium.
(SEE ATTACHED LINKS)			

Strategy or Intervention: Foster Youth Intervention (Chau Dao)			
Workgroup: Chau Dao, Christopher Sweeten, Irene Herrera, Diana Felix, Tannia Robles, Stephen Brown, Heidi Lockhart and Grace Hanson:			
Brief Description: A few years ago with the Chancellor’s Office Foster Youth Success Initiative (FYSI), Mt. SAC set out to create a FY program called “Pathways”. Due to a lack of funding and full support, this program was not formalized; there was no permanent space or staffing allocated to coordinate this program. It was through the concern for FY from Student Services staff members that this ad-hoc program came to be. From their generosity of giving of time and energy, each member from different areas of Student Services volunteered to be the key “FY” liaison for each office with the Financial Aid FY Liaison recognized by the Chancellor’s office as the FY liaison for the campus. The group made an effort to assist FY on the Mt. SAC campus in a “events/workshops/services” model. The group relied on FY data from the CCCApply and FAFSA applications to find the FY population. To abide by state regulations, Mt. SAC has a mechanism to give priority registration to foster youth. Due to conflicting campus priorities, “Pathways” remains to be a soft program with no home.			

Current Effort: Mt. SAC is more serious than ever to formalize a Foster Youth Intervention program, recognizing that with the tightening of higher education rules for students from financial aid to the Student Success and Support Program initiative, FY may be squeezed out of higher education. Mt. SAC stands with FY advocates to acknowledge that there is significant deficit regarding students from foster care attending higher education. We will make the concerted effort to ensure that those who come onto the campus will have a sense of belonging and knowledge of support services available; FY at Mt. SAC will have more than a chance at success.

Recommendation: The above team was assembled to make recommendations to build a formal Foster Youth Intervention Program. The following recommendations are organized by four categories of characteristics of FY, stakeholders, structure, and services that this program need to address in order to provide a holistic, case management, support system for FY.

Activities	Responsibility	Time Line	Implementation Process
(SEE ATTACHED)			

Strategy or Intervention: Development of Students' Soft Skills (Aida)

Workgroup: Julie Bradley, Christopher Sweeten, Maria Macedo, Heidi Lockhart, Tamioka Hunter, Chau Dao, Diana Felix, Wanda Fulbright-Dennis

Brief Description: Topics to Build Students' agency and direct toward soft skills value and relevance to life skills (class/home)

Activities	Responsibility	Time Line	Implementation Process
(SEE ATTACHED)			

Strategy or Intervention: Just in Time Advising – Tool Kits

Brief Description:

Specialized workshops offered by Student Services departments to augment student success
12/10/14

Workgroup: Tom Mauch, Marti Whitford, Wanda Fulbright-Dennis, Grace Hanson, Stephen Brown

Activities	Responsibility	Time Line	Implementation Process
Sexual Violence /Healthy Relationships	SHS	Spring 2015: March, April, May	Information booths and live presentations on the topics of Consent, Sexual Assault, Self-Defense.

Drugs and Alcohol	SHS	Spring 2015: May	Tobacco and substance use, consequences of usage, and cessation dialogue are addressed via live presenters, interactive demonstration, and video presentations.
Sexual Health Wellness	SHS	Spring 2015: April	STD discussion of prevention, treatment, and resources (on/off-campus, online, apps).
Mental Health Wellness	SHS	Spring 2015: April	Promotion and discussion of mental well-being on the topic of strengthening coping skills is presented by SHS Mental Health professional.
General Health Wellness	SHS	Spring 2015: February	Nutrition and fitness information is provided by key staff, faculty, and SHS Health Promotion staff.
Annual Health Fair	SHS	Fall 2015: September	The College community is invited to learn about local community health resources and participate in individual health screenings, including vital signs, chiropractic, body fat analysis, cholesterol and glucose, vision, and dental.
SHS Information Booths	SHS	Spring 2015, Fall 2015	Health Promotion staff provide and explain SHS services and programs; numerous informational handouts and resource listings available.
Registration Assistance Center (RAC)	Counseling	First week of each academic term	Provides students with assistance: registering for classes, registration issues, finding open classes, adding classes, etc.
411 Workshops	Counseling	Each term, prior to assessment, orientation and registration	Workshops designed to provide new students information on initial college processes: financial aid, assessment, student portal navigation, etc.
Probation Workshops	Counseling	Required of all new students who are on probation, prior to registration	In-person workshops designed to provide information regarding probation/dismissal, support services, success skills, how to improve academic standing, etc.
Drop-In Services	Counseling	Ongoing throughout the academic year – recommended for students who have issues that can be handled quickly	For students who have “quick questions”: prerequisite clearances, unit increase requests, transfer and degree requirements, assessment and placement issues, and probation status checks.
Triage Services	Counseling	High peak registration periods	Services to assist (and direct) students who have general questions about admissions, enrollment, financial aid, classes, etc.

		(generally, the beginning of each academic term)	
Online Orientation	Counseling	Each academic term	Orientation is required of all new students; online orientation is an alternative to an in-person orientation.
Online Student Success Workshops	Counseling	Required of all students who are placed on probation – prior to registration	Provides information regarding probation/dismissal, support services, success skills, and how to improve academic standing.
Online Counseling Appointments (e-SARS)	Counseling	Ongoing	Students can schedule an online counseling appointment with a Counselor or Advisor.
Online Counseling Services	Counseling	Ongoing	Students can interact with a Counselor (online) from an off-campus site to receive general Counseling services.
Mountie Academic Plan (MAP)	Counseling	Ongoing	Mt. SAC has developed /implemented a student electronic education plan (SEP) using DegreeWorks software.
Faculty Training: Accommodating Students with Disabilities in the Classroom	DSPS	Twice per year, Summer and Winter terms	8-week hybrid, mostly online class about students with disabilities and common accommodation methods. (Eligible for faculty salary advancement credit.)
Employee Training: Q&A with DSPS	DSPS	Twice per year at Flex Day, and as requested by academic and non-academic departments	After a brief introduction, this is an open-ended opportunity for participants to ask questions about DSPS, students/individuals with disabilities, the law, and related topics. (Eligible for faculty salary advancement credit.)
Employee Training: Captioning in Three Easy Steps	DSPS	Twice per year at Flex Day	Workshop on the captioning law and hands-on training on how to caption your own videos. (Eligible for faculty salary advancement credit.)
Employee Training: Survival Sign Language	DSPS	Once per year at Flex Day or in October (Disability Awareness Month)	Workshop to teach employees some basic signs.

Employee Training: Memory Strategies	DSPS	Once per year in October	Workshop to teach some basic strategies to help participants remember facts, dates, etc.
Employee Training: Voice Protection	DSPS	Once per year in October	Workshop to help participants protect their vocal chords and keep their voices strong.
DSPS Students: Drop-In DSPS Services	DSPS	Throughout the year	Services are provided by counselors, instructional specialists (faculty), and our advisor for DSPS students who have questions regarding accommodations, services, updating their files, professor issues, as well as general counseling-type issues such as education plans, pre-requisite clearances, general class information, unit increase requests, transfer and degree requirements, assessment and placement issues, and probation status checks. This service is offered throughout the year and is recommended for all students with quick questions, including new students, prior to registration. Students are seen in the order that they check-in.
General Public: Information Sessions	DSPS	Once per month	This is a general information session designed for the non-DSPS student about what types of services DSPS has to offer.
General Public/Potential DSPS Students: Planning for College	DSPS	Once per year in October or November	This is a general information session to prepare high school seniors with disabilities, and their parents, for the transition to college and DSPS.
Potential DSPS Students: QuickSteps	DSPS	Spring/Summer four times per year	Group intake services for students wishing to register with DSPS.

February 2016

VP/SSM Meetings /Strategies and Interventions Work group compilation