Embarking on the uphill climb of implementing Guided Pathways

A STUDENT SERVICES PERSPECTIVE

EVA CHRISTENSEN, DIRECTOR OF ADMISSIONS & RECORDS
KELLIE ZIEMAK, DIRECTOR OF CAREER & ACADEMIC ADVISING SERVICES
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.

College Application
- Submit application
- Submit transcripts, residency form, and immunization record

Financial Aid
- Complete FAFSA
- Submit financial documents
- Ensure selective service registration

Placement Test
- Wait for or schedule placement exam
- Potentially use existing credit or test scores

Advising
- Wait to see an advisor
- Discuss academic goals
- Plan program of study and courses

Orientation
- Attend session ahead of first day of classes
- Learn about campus, policies, and procedures

Registration
- Pick classes from course catalog
- Register for classes either on paper or online

Source: EAB, 2016
Typical On-Boarding Path for Degree/Certificate Seeking Student at St. Petersburg College

Prospect

Inquiry to SPC
Data about future student collected
Yes
Data not about future student collected
No
Community Info Sent
Future Student contacted by ES and other SPC personnel. College Readiness Assessment-Opt-in emphasized
Student Initiates Application
No
Student Initiates Agent
Yes
Prospect Record created in Admissions

Applicant

SPC Application on-line
Student designs Community on AGC
Student Bobble Student
APR Welcome Letter/Advising Assignment
Yes
No
App. & Enroll Phase Call
Financial Aid Process
Yes
No
Student bobble phase cut
Assign Community Advisor
Pay App. application fee

Workforce Student Application
Workforce Non-Credit Courses

Enrollee

Advising Session
Student takes the PCT (placement test or MOOCs if applicable)
Yes
No
My Ed Reform Begin
Request HS Transcripts
College Transcript Eval
Student Ed Placement eligible
Yes
No

Graduate

Enrollment Cycle
Referring from Suspended to Dismissal
Case Management
Milestone Events & Communications
Student Life & Leadership
Yes
No
Ready to Grad
Graduate

Note: This is the typical preferred flow. Sometimes processes are done out of this order. E.g., other SPC receives college transcripts and/or PAMSA data prior to a student applying for admission.
Advising Visit Flow

**Clarified Community & Program (Green)**
- Student has specific career in mind
- Verify Community and Program Plan
- Community and Program Remain Same
- Discuss & Register for Orientation
- Pursuing AA or AS

**Clarified Community – Uncertain Program (Yellow)**
- Probe Goals, Values & Interests
- Explain Community & Program Plans
- Student take Focus 2
- Provide Focus 2 Assessment
- Schedule 2nd Advising Appr. and Develop Career Plan

**Uncertain Community and Program (Red)**
- Probe Goals, Values & Interests
- Explain Community & Program Plans
- Student have idea of interest
- Student take Focus 2
- Review Results & Discuss Burning Glass

* July & August, Career Center oversees process
**Transactional Advisor vs Relational Advisor**

**Transactional Advisor**
- Focuses on the problem at hand
- Loses touch with most of their students after the transaction is done
- Not self-directed or empowered
- No access to data
- Stagnant in role

**Relational Advisor**
- Focused on building relationships with excellent customer service
- Partner with Faculty and tutors for student success
- Empowered decision making
- Models the College’s mission, vision, and values
- Committed to training for growth and development
- Uses data to make informed decisions
- May not have a clear vision of the mission
SMART START

WHAT DO STUDENTS NEED TO KNOW FOR THE 1ST DAY OF CLASS?

Resources
Campus Tour
Learning Management System
30 INSTITUTIONS/17 STATES

GOAL
Design and implement structured academic and career pathways at scale
4 DIMENSIONS

- Clarify paths to student end goals
- Help students choose and enter a pathway
- Keep students on a path
- Ensure that students are learning
THE

WHY?

Too many credits completed for AA Degree: 81 Hours
Too many credits completed for AS Degree: 93 Hours
New Financial Aid Federal Statue interpretations
Students in good academic standing leave institutions
<table>
<thead>
<tr>
<th>Topic/Campus</th>
<th>Reporting Topic</th>
<th>Challenges</th>
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<tbody>
<tr>
<td>Community Selection</td>
<td>Is the plan to take our 150 existing program plans and assign them to one of the 10 communities?</td>
<td>a. Student might feel pressured to choose a community right away without having completed enough research on their career options. Can a student change career path? How long will it take before a student can move to another community? Will we limit how many times a student can change their pathway? For financial aid purposes is there a limit for the number of program changes per maximum time frame? What if they change clusters? b. What happens if students are not interested in Guided Pathways? c. Is there anything in place for transfer with a Hodgeship of credits? d. If we are going to do this with a student who is terminally undecided, how to appropriately place indecisive students? How much time can a undecided student take before he/she decides on a major? Add an exploratory community, undecided community/unidentified cohort for a community in addition to the 10 already identified? e. The AA students going to be identified and placed? Could we have an undeclared option for our AA students who aren’t sure yet where they want to go? Wouldn’t it be premature to assign them to a community? Could we let them sample several communities?</td>
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<tr>
<td>Onboarding - SPG</td>
<td>Assigning Existing Students into Communities</td>
<td>a. Is the plan to take our 150 existing program plans and assign them to one of the 10 communities? b. How are the AA students going to be identified and placed? Could we have an undeclared option for our AA students who aren’t sure yet where they want to go? Wouldn’t it be premature to assign them to a community? Could we let them sample several communities?</td>
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<tr>
<td>Changing Communities</td>
<td>If chosen pathway fails, it’s not for the student, who &amp; where does the student go, &amp; how do we keep these students?</td>
<td>a. How do we get Gen Ed/undeclared students in a pathway – is this up to Smart Start classes? Will Gen Ed be used in all pathways? Can students have the first common Gen Ed’s” before “declaring” a pathway? (maybe a “Career Exploration” phase)? b. If chosen pathway fails, it’s not for the student, who &amp; where does the student go, &amp; how do we keep these students? c. Is there anything in place for transfer with a Hodgeship of credits?</td>
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<td>Other</td>
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<td>a. How will we change our institution to make us a true option for those pursuing a bachelor’s degree? So many students still don’t know what we can offer or see us as an option for a 4-year degree. Where does Guided Pathway Communities fit in with recruitment and admissions? b. How will Guided Pathway Communities tie in with recruitment and admissions?</td>
</tr>
<tr>
<td>How Guided Pathways impacts the Advisor role - DTMT</td>
<td>Should advisors be assigned based on their interests and strengths and educational backgrounds? What does that entail? How will advisors be assigned to communities but also be able to generally advise students? Has there been discussion of having more than one advisor to a community? Would you have multiple advisors for larger programs? Programs that have a high number of students should have more than one C&amp;A Advisor specializing in that</td>
<td>a. How should we assign advisors to the Career and Academic community? b. Should advisors be assigned based on their interests and strengths and educational backgrounds? What does that entail? How will advisors be assigned to communities but also be able to generally advise students? Has there been discussion of having more than one advisor to a community? Would you have multiple advisors for larger programs? Programs that have a high number of students should have more than one C&amp;A Advisor specializing in that</td>
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NOW WHAT?
Conversation
THE "NEW" APPLICATION
Next Steps

Congratulations, your application was submitted successfully!

Congratulations! You are now an SPC student! You have been accepted and are eligible to enroll. There may be additional steps to complete before being fully admitted to your desired degree program.

Your student ID

The College uses the SPC student email account for all official communications.

Your SPC email ID is: __________________

Your Community is: Business

Your Career and Academic Advisor is: Rachella Moody

It is important that you immediately login to MySPC to view important information about your next steps. Use this email as your User ID and the password you created when submitting your application.

Pay Now with check, Visa, MasterCard, or American Express.

Pay Later
My Academic Status

My Academic Summary

0540 - January 08, 2018 to May 04, 2018

My Community: Business
My Program: Bachelor of Science
My Plan: Business Administration - Campus: SE
My Sub-Plan: MANAGEMENT
My Standing: Good Academic Standing
My Cumulative GPA: 2.242
Courses Used
Credits Eligible to Register for in Term: 18.00

My Advisor: Christopher Miller

My Residency Status for Tuition: Resident (In-State tuition)

My Program GPA: 2.227

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Chris Miller

Campus | Seminole Campus
Location | UP 120
Title | Career & Academic Advisor
Email | Miller.Chris@spcollege.edu
Phone | (727)394-6967

Schedule an appointment with me

Office Schedule | Biography

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<td>8:30 am - 4:30 pm</td>
<td>8:30 am - 12:00 pm</td>
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TRIAD LEADERSHIP MODEL

Faculty

Advisor

Learning Support
0-25%  COMMIT TO THE PATH
26-50%  STAY ON THE PATH
51-75%  PREPARE FOR THE FUTURE
76-100% TRANSITION TO THE NEXT STEP
WHAT DID WE LEARN THROUGH THIS PROCESS?

PRIORITY  INCLUSIVE  VISION  FLEXIBLE

All campuses must agree that it is a priority. There should be no competing initiatives.

Frontline staff build the process.

Need a clear vision and guiding principle.

Be flexible and keep people accountable.
WHAT IS YOUR PLAN?