

Student Success Team

2019 Program Review

MJC Program Review 2019

Modesto Junior College's Program Review process is divided into 3 sections:

- Program Analysis (SWOT Analysis)
- Goal Setting and Activities
- Resource Request

Program Analysis

Internal Strengths

1. What strengths does the analysis of student data reveal?

The team helps students with a variety of core step, financial aid, appeals processes that before the Pathways Centers existed were routed to other departments and areas on campus

2. Are there specific aspects of the program that are exemplary or could serve as a model?

Success Team model helps break down silos on campus by bringing together instructional faculty and student services staff for a common goal of student success Targeted events specifically designed for students in specific cohorts Students have a team of counselors and specialists who they can trust as well as a physical location they know that can receive help at any time Success Teams focus on helping DI students on campus Student Success Workshops are a main component of some teams work The specialists have created meaningful and productive relationships with instructional faculty and deans The Pathways Centers on both campuses serve as a one stop shop where students can be served holistically in one location The Pathways Centers and Success Teams excel at customer service and have changed the attitude towards working with students to meet their needs. The pathways centers have helped decrease wait times in other student services areas on campus by helping with a wide range of services This team of specialists is adaptable to change and handles new projects and direction with ease Team handles large workloads even during high peak times when student traffic is high in the Pathways Centers and Student Success Hubs Success Teams are creative in their approach to serving students and have implemented a wide range of approaches from providing core step and

counseling services in the hallways of their division buildings, class presentations, and cafeteria food vouchers for food insecure students, etc.

3. What do others see as the program's strengths?

The campus community has a go-to team of specialists they can call on when they need help serving students Specialists (both individually and collectively) have become knowledgeable in processes related to other departments such as enrollment services, financial aid and special programs that allow them to help students often times without having to send them to another office for assistance The specialists team has become a trusted resource for many departments and divisions on campus Specialists build rapport with students through group and one-on-one interactions The teams flexibility and willingness to help with projects from various areas and departments on campus is a major strength This team fills different needs the institution requires Team has developed a being trustworthy to complete necessary tasks with excellence

4. How well are students meeting program learning outcomes, skills, or competencies; and how are they relevant to careers in your discipline or industries for which you help prepare students?

Students are reaching out and know who their specialists are that can help them Students are becoming more aware of the services and programs available to them through their interactions with their specialists Students that begin in the Pathway Centers or with a Specialist are better equipped to move through the matriculation and institutional processes.

Internal Weaknesses

5. What gaps are observed by reviewing the student data?

Because of the volume of students coming into the pathways centers, the centers do not always provide an environment where specialists can dive into deep conversations with students where coaching can take place. The centers have become transactional hubs that get students in and out quickly while helping them complete whatever form, process, etc. they may need

6. What disproportionate gaps need to be addressed?

Consistency of the work done from cohort to cohort Equity gaps continue to be a focus for DI groups Activities and goals of each team can be vastly different when it comes to effectiveness, effort, and efficiency Uneven workload, competencies, knowledge base and skill across team Competing priorities for the team

7. What are areas in which the program could improve? (curriculum, scheduling, modality, other?)

Regular cross-training/updates for specialists More participation from instructional faculty Redesign of Pathways Centers, specifically move furniture to allow better flow for students served on both campuses Clarity on priorities for the team

8. Where are there gaps in the program on how students are meeting learning outcomes, skills, or competencies?

Building confidence in students in trying to navigate the system Introducing all students to the Success Team concept Not enough specialists to serve all the students on campus, student to specialist ratio is high Information on website, on campus, etc. not clear enough for new students and difficult to navigate Specialists assigned to several projects which makes it difficult to provide continuous coverage in the Pathways Centers on both campuses

External Opportunities

9. Where are potential opportunities for expansion, improvement, or new program development?

Onboarding with more intention will increase Success Team awareness, set students up for success, get them on the right track sooner, and provide them earlier support before obstacles occur More collaboration with Access & Outreach on onboarding process The use of Starfish across all institutional areas. This will expand the ability of the specialists to help the students by having all student communication and meetings history located in one place Increase the number of courses needed to meet student need Division buy-in from faculty and academic dean is essential to scale student success More collaboration with faculty Clarification for instructional faculty and deans that specialists are in their divisions to represent Student Services

10. What are some industry or disciplinary trends that could enhance the program?

As an HSI: bilingual and bi-cultural materials Aligning our practices to what transfer institutions are doing Increase partnerships with the community Easier to navigate website for students

External Threats

11. How are changing resources, technology, employer, or transfer requirements affecting the program's ability to serve students?

Many jobs presently require students to already possess a BA degree Lack of online options for students. Current students are more technologically save and want more online options

12. What are some current industry or disciplinary trends that could have a negative impact on the program?

High School counselors & community at large discouraging students from attending MJC Lack of faculty buy-in to new initiatives Lack of communication on industry needs/trends that impact a students success in obtaining a living wage after graduation Private colleges offering quick degree/certificate programs and also offering full online programs.

13. What other obstacles does the program face?

Getting students to identify a program goal and/or major Specialists are increasingly being pulled away from the Pathways Centers by their divisions which makes it difficult to properly staff the Pathways Centers with enough staff to help students
 Specialist general 6789 phone line is often inappropriately used by other departments on campus making the management of this phone line very difficult for specialists who already have competing priorities and work projects such as cohorts, Pathways Centers, Starfish, The Collaborative, Comunidad, Guided Pathways, International Students, Foster Students, International Students, and serve on a variety of other committees/projects on campus

Goal Setting and Activities

Goals

Program Goal	Mission Alignment	Area of Focus
1. Full implementation of Starfish across the campus	Equity	Professional Development
2. Create a minimum standard for all Success Teams so students who need help the most receive at least a minimum level of support	Equity	Professional Development
3. Hire staff to be fully based in the Pathways Centers	Workforce Needs	Student Support

Activities

Activities	In Support of Goal #	Outcome or Deliverable
1. Hold regular training and workshops for students, faculty and staff to become more familiar with Starfish	Goal #1	Schedule workshops every semester
2. Send regular Progress Surveys	Goal #1	Schedule Progress Surveys for all sections within the next two years and increase usage of starfish across campus
3. Regular brainstorming and planning at team meetings to outline minimum standard for Success Team work	Goal #2	Every member of the team must come prepared with ideas/suggestions to improve success team work
4. Advocate for permanent pathways center staff	Goal #3	Consistent service, reporting and staffing of the pathways centers on both campuses
5. Regular check-ins at team meetings to discuss Success Team	Goal #2	Report outs on what work has been done or is planned for cohort

work

Resource Requests

Category	Request	Activity #	Estimated Cost
Prof. Devel.	Dedicated time to meet with team and develop ideas, processes, etc. that will help move forward success team work	2	NA
Prof. Devel.	Continue training of all specialists on team so all become experts on Starfish and can provide training for their cohort faculty and staff	1	NA
Personnel	2 full time staff (Admin Specialist) to be permanently housed in the Pathways Center.	3	86784