MEETING STUDENTS WHERE THEY ARE:
Designing Orientation, Advising/Counseling and Assessment services for students entering with varying preparation

Strengthening Student Success Conference
October 8, 2015
Margie is a student who went to the assessment office to ask questions about where she placed in her English and Math courses. She is told to go to Counseling to get help enrolling in the appropriate course, but when she finds the Counseling office and talks to someone, she is told there is an hour wait for a drop-in and the next available appointment is in 2 weeks. Her time is limited since she is on her lunch break so she decides “I’ll go back later” but never does.
Eric is an adult re-entry student who is excited about college and is following all the steps to get started, but feels intimidated about coming back to school later in life and overwhelmed by all the labels (priority enrollment, matriculation, counseling, etc.). While he follows all the steps for matriculation, he ultimately doesn’t enroll because he feels embarrassed to ask what he thinks are “stupid” questions.
SAME DESTINATION, DIFFERENT PATHS . . .

- Knows what to expect from college
- Able to navigate the system
- Connections to resources
- When faced with a challenge, knows to ask for help
- Familiar with college environment
- Even if you don’t have a goal, understand you need to set one
- Support systems in place
SAME DESTINATION, DIFFERENT PATHS . . .

Intimidated

Unaware of resources

Financial Uncertainty

Unaware of the potential challenges of being at-risk

Learn as you go: reactive vs. proactive

Lack of role models
How do you design effective support services for students who come to our campuses with different preparation and experience it in vastly different ways?

“Every system is perfectly designed to achieve the results it gets”

~ Dr. Paul Batalden

Who get’s left out? Who are the Margie’s and Eric’s at your school?
ONE SIZE DOES NOT FIT ALL

College Prepared

Needs help registering for classes
Not sure which Math course to take

College Unprepared

How do I get priority enrollment?
“Ideas are born with innovation but they are fed and grown with synergy”

Static synergy:
- “the power derives simply from the design, the way things are placed in relation to each other, like a beautiful flower arrangement.”

Dynamic synergy:
- “the power of the relationship derives from the active interaction of the people or things involved, like jazz musicians "in a groove."
DYNAMIC VS. STATIC SYNERGY

Departmental synergy:
- Common goals
- Common population
- Regular communication
- Utilizing resources to maximize our reach to students
- Looking beyond organizational or physical boundaries

What would it take for synergy in your departments to move from static to dynamic? What would have to change?
STATIC SYNERGY IN SSSP

Online Orientation

DI/Appt In Counseling

Individualized messaging around SSSP
DYNAMIC SYNERGY IN SSSP

Welcome Days

Counselor housed in Assessment

Communication plan for all students regarding critical points in semester
DYNAMIC SYNERGY IN SSSP

Cross-trained Specialists housed in high impact departments

Mobile Counseling in key areas

Using the 6 success factors across departments

Divisional discussions every 4th and 5th Friday of the month
DYNAMIC SYNERGY IN SSSP

Holistically implementing SSSP services that serve all students
Tamela came to MiraCosta for the first time, never having set foot on a college campus. She took the assessment results and when receiving her results, had the opportunity to sit down with a Counselor in the Assessment office who interpreted her results and advised her on the best courses towards her success her first semester.
Jacob is eager to come to MiraCosta to take courses towards transferring to UCSD, his life long goal. He knows he needs financial support and therefore visits the financial aid office. While waiting in line, he has the opportunity to do a drop-in with a Counselor who goes over the basics of submitting a FAFSA, BOG waivers, and answers questions about the appropriate GE option for him to pursue.
NEXT STEPS: CHANGE

“continuing to do the same thing over and over again and expecting a different result is insanity”
~Albert Einstein

What is one action that you can take towards dynamic synergy at your campus?