Mapping the Process: How to Improve Student Supports in College Promise Programs and Beyond

Strengthening Student Success Conference
Burlingame, California

Evan Weissman, MDRC
Jessica Rodriguez and Peter Ligutan, The Richmond Promise
Joanna Zimring-Towne, Los Angeles College Promise
October, 2019
1. Evan Weissman – What the research tells us
2. Jessica Rodriguez & Peter Ligutan – The Richmond Promise
3. Joanna Zimring-Towne – Los Angeles College Promise
4. Process Maps – Mapping the student experience to design or improve your program
What We Know About College Promise and Student Supports

1. Financial support is important, but many students need more
2. Frequent advising and coaching are vital
3. Behavioral science strategies can help drive success
4. Comprehensive programs that integrate different strategies and are sustained over time are more likely to produce long-term impacts on student success

https://www.mdrc.org/project/college-promise-success-initiative
Detroit Promise Path

Covers tuition and fees
Detroit Promise Path Impacts

1. Detroit Promise Path has a positive impact on semester-to-semester persistence, full-time enrollment, and credit accumulation.

2. Program students are about twice as likely to complete a full-time course load in their first year.

3. DPP nearly tripled summer enrollment.

https://www.mdrc.org/project/detroit-promise-path
MDRC’s College Promise Success Initiative

Provides technical assistance to Promise and free college programs interested in promoting success in college by implementing evidence-based student support practices.

- Detroit Promise
- Flint Promise
- Los Angeles College Promise
- Portland Community College
- Rhode Island Promise at Community College of RI
- Richmond (CA) Promise
The College Promise Success Initiative

- Development/diagnosis
- In-depth technical assistance
- Behavioral science training
- Personalized data coaching
- Participation in a cohort of like-minded programs
- Small financial stipend
Process maps help:

- **Visualize the full process** from the perspective of a student
- **Identify opportunities** to increase student engagement and apply behavioral science methods
- **Engage students and other stakeholders** on how to improve each step of the process
What is the Richmond Promise?

Launched in 2016, the Richmond Promise is a community-wide college success initiative in Richmond, CA. Our work aims to address barriers to college access and success for Richmond students through 4 main strategies:

- **College Affordability:** Community Scholarship
- **College Awareness:** Near-Peer Ambassador Program
- **College Access:** Financial Aid Support, HS to College Transition
- **College Success:** College Partnerships, Mentorship, Digital Support, Coaching, Campus Networks
What We’ve Learned

1. The Promise is, and needs to be, more than a scholarship

2. The Promise is a powerful catalyst for student participation and developing leadership in our community
More than A Scholarship: Coaching

Learning with CCC FYE:
- Launched the FYE program in 2018
- Provided on-campus coaches, cohort classes, student club
- Student feedback & enrollment, persistence data demonstrated effectiveness – **187% increase (132)** in full time, first year enrollment in 2018 compared to 2016; increase in retention from 1st to 2nd semester

Deciding on Our Model:
- “Shopped” around & piloted an in-house model to prove effectiveness
- Final decision: Partnering with Beyond 12 – scalability, cost, cultural competence
- All first year community college students & students attending CSU East Bay, San Francisco State, & Sacramento State will be matched this year
Student Participation & Leadership

Richmond Promise Student Leadership Opportunities:

• Near-Peer Ambassador Program
• Summer Associate Program
• Richmond Scholar Network
• CCC FYE Club (CCC-specific)

• Future: Richmond Promise Student Advisory Board, regular surveying
The Los Angeles College Promise will seamlessly transition graduating LAUSD students to full-time LACCD students. This will lead to increased college completion, enhanced social mobility and equity for Angelenos, and a more robust local economy.
If free tuition was all it took, then the California state fee waiver would have solved our problems years ago

How LACP goes Beyond Free Tuition.....

• Requires participation in a Summer Transition experience
• Requires students to take English and Math
• Included Success Coaching & Required Student Success Activities
• Includes additional financial supports for books, transportation or food (and free laptop)
• Partnership with the Mayor and Chamber of Commerce: Mayor’s Youth Ambassador Program
Our Continual Improvement Cycle

1. Chart the student experience through process maps
2. Collect and analyze student responses to identify barriers to success
3. Create solutions to program challenges with students
4. Design prototypes of solutions with students
LACP Take-Aways

- Student feedback is integral to effective design and evaluation
- Model is applicable to a variety of college planning/initiatives
- Helps build coherence and make needed integration visible by building design principles together
- Builds trust and relationships across campus
- Looking at it in different way (process mapping) helps us see it in a new way
Questions about Programs or the Improvement Process?
Creating a Process Map

Step 1: Identify the process
Step 2: Draft your process map
Step 3: Refine your process map
**Draft Your Process Map**

1. Using what you’ve learned about process mapping, address the following problem statement:
   - “70% of students do not have a parking pass by the end of the second week of the semester.”

2. Draft a mock process map
   - Form groups, use post-it notes, and reference the handout when needed

3. Helpful Tips:
   - Ask:
     - Who else needs to be in this conversation?
     - What obstacles get in the way, and how can my institution smooth the route for students?
     - How do you know the steps you laid out are correct?
Thank you!

• Evan Weissman
  evan.weissman@mdrc.org
  https://www.mdrc.org/project/college-promise-success-initiative

• Jessica Rodriguez
  jrodriguez@richmondpromise.org
  www.richmondpromise.org

• Peter Ligutan

• Joanna Zimring-Towne
  zimrinJB@email.laccd.edu
  http://lacollegepromise.org