Title of SEM Project: **Redesigning our Student Approach through Guided Pathway**
College: Los Angeles City College
Submitted by: Alen R. Andriassian, Dean of Outreach and Student Life
Website: [https://www.lacitycollege.edu/](https://www.lacitycollege.edu/)

**FAST FACTS**
- Fall 2019 Headcount: 17,250
- Fall 2019 FTES: 4,374.93
- Fall 2018 FTEF: 550.3
- Location: Los Angeles, CA
- Structure: Multi-college district

**BACKGROUND & PURPOSE**

The SEM project comprised the following interconnected subprojects:

1. **Onboarding Process** - A seamless onboarding process for traditional students, from recruitment through the bridge phase of the process map. We created a “Concierge” approach to recruiting students. The redesigning of our student approach through Guided Pathways served as the new gateway for all students onboarding to the college. The development and implementation of a new student onboarding process will provide students with a structured and clear path for degree or course completion, certificate, transfer, and/or career attainment. The goal is to increase FTES to 13,500 by 2021, which will rely heavily upon the planning process of implementing Guided Pathways. We need assistance in addressing the key elements of Guided Pathways.

2. **Program Mapping** – The college is in the early stages of planning major and course mapping into broad areas of study for students to choose and linking to career objectives.

3. **Tracking Systems** – Data will be assessed based on monitoring students’ progress within the pathway and measuring their success in terms of completing the intended educational goal. This data will be essential to determining student success outcomes for targeted populations including students within equity gaps.

4. **Career Focus** – With the relaunching of our Career Center we are looking for ways to expand the services we offer to students ensuring their path to the workforce. There are plans to create alternative career paths through an Entrepreneurship Career program.

**PROCESS & PROCEDURES**

The process began with representation from the following areas/constituency groups: Outreach, FYE, Academic Counseling, Academic Senate, Institutional Effectiveness, Office of Special Service, and Academic Affairs, Chair of Chairs, and Classified (AFT-1521). Our current list was updated at the midpoint based on additional need. There were some added in key areas and others that dropped off. The new list induces: Outreach (3), FYE, Academic Counseling, Career Center, EOPS, Financial Aid, English faculty, Math faculty, Academic Senate, Institutional Effectiveness, and Academic Affairs, Chair of Chairs, and Classified (AFT-1521). Also, tying the SEM plan with other major college efforts including: Strategic Master Plan Development, Vision for Success Plan, Leading from the Middle Project, and Guided Pathway Scale of Adoption Assessment.
OUTCOMES & EFFECTIVENESS

I. Onboarding – A redesign of the process to provide an intentional, collaborative, and seamless onboarding process for traditional students from the point of outreach through the bridge phase of the process map (Concierge Concept). The student onboarding process through the use of our Outreach team, the Welcome Center, and collaboration with Academic Counseling, First Year Experience, Financial Aid. The process of onboarding students has been revised to include a consistent, centralized, and structured enrollment process. All students either degree seeking or enrolled in one course will have enter a guided path and complete a comprehensive intake process to determine their academic goals and identify any barriers to their educational success. This process has been captured through the new onboarding process and expressed through a process map.

II. Tying the SEM plan with other major college efforts including: Strategic Master Plan Development, Vision for Success Plan, Leading from the Middle Project, and Guided Pathway Scale of Adoption Assessment.

III. Implemented MyPath – MyPath was launched in May 2020. The career component is not currently available, but LACC was able to have a successful launch.

BENEFITS

Early assessment of the efforts has indicated the following:

a. New students are more knowledgeable with the process.

b. We are seeing an increase in the number of First Year Experience students.

c. Newly on boarded students are supported with the onboarding process.

d. Increased collaboration between Outreach, Academic Counseling, FYE, Financial Aid, and EOPS.

e. MyPath is a wonderful compliment to the concierge service provided to students.

LESSONS LEARNED

a. We should have focused on the data collection earlier. Specifically, finalize the survey for students by the midpoint of the plan to make sure to provide time for data collection.

b. The Covid-19 pandemic has had a direct effect on LACC completing the SEM plan. Although many components of the plan have continued, the plan as a whole has been on hold since March. The SEM team has restarted since mid-May in preparation for the SEM Final Conveying.

c. The original scope of the onboarding plan was from application to census. Essentially, this meant from recruitment to a student entering their courses. The plan needs to include support services for students throughout their entire first year.
NEXT STEPS

1. Incorporate the SEM process to include LACC Success Teams. Success Teams are currently being developed and will support students in Bridge Phase (Phase 2) of the onboarding process.
2. Continue to develop the 3rd phase of the onboarding process through the student’s first semester.
3. Finalize the data collection portion of the SEM plan. Specifically, to implement a survey to students about their onboarding experience.
4. Incorporate MyPath in the onboarding process for high school students in their senior year. This will be implemented in the fall of 2020.
5. Continue to scale the SEM plan to include nontraditional students.