(Re)designing for Student Success: Applying Lessons and Resources from Student Support (Re)defined and Completion by Design

Discussion Questions for Overall Key Messages

MESSAGE 1: Always consider the view and experience of students and how what we do and don’t do impacts them.

RESOURCE: Completion by Design Inquiry Guide #2: Understanding the Student Experience Through the Loss/Momentum Framework: Clearing the Path to Completion (page 21)

1. For which types of students would it be most important to explore their educational journeys at your college? Why examine these types of students in particular—what do you think investigating their experience would reveal?
2. To explore these students’ experiences in a collaborative way, who else needs to be engaged in the conversation? Who knows those students the best? Who understands the related programs and services?
3. How would you articulate the value of understanding the student experience to these individuals?
4. In light of your discussion, what next steps would you take to advance this message at your institution?

MESSAGE 2: Extend the attention paid to students before the first day of class to every semester of their educational journey.

RESOURCE: Student Support (Re)defined Action Guide: Exploring Ways to Strengthen Student Support at Your College, Focused Discussion Guide (p. 27)

1. On your campus, what are some of the specific ways that administrators, faculty and staff help students stay motivated to realize their academic goals?
2. When are students most likely to become less motivated and what is being done to help them remain focused?
3. What structures are in place to help students monitor and track their progress toward their goals?
4. In light of your discussion, what next steps would you take to advance this message at your institution?
MESSAGE 3: Collaborate across the institution in ways that integrate support and instruction.

RESOURCE: Completion by Design Inquiry Guide #4: Principles of Redesign: Promising Approaches to Transforming Student Outcomes (p. 26)

1. How do students find support at your institution?
2. How might you and your colleagues make it easier for students who are reluctant to ask for help, or unaware of where to find it, get the assistance they need?
3. How are student services and instruction connected at your college? How can your institution’s assessment, advising, financial aid and other support services be better connected to work inside the classroom?
4. In light of your discussion, what next steps would you take to advance this message at your institution?

MESSAGE 4: Build structures that provide students with clear, predictable and finite pathways that help them achieve their educational goals in a timely manner.

RESOURCE: Completion by Design Inquiry Guide #4: Principles of Redesign: Promising Approaches to Transforming Student Outcomes (p. 14)

1. How and when does a student at your college learn about the various programs of study at the college?
2. How do students learn about what will be required of them in the program they select?
3. How do students know which courses to take and in what order? Are the necessary courses available when students need them?
4. In light of your discussion, what next steps would you take to advance this message at your institution?

MESSAGE 5: Be transparent and intentional about the relevance and value of everything we do for students both with each other and with students.

1. How does your college support and maintain a culture of transparency and intentionality where all stakeholders – faculty, staff, administrators and students – have a common and shared understanding of, responsibility for and commitment to student success?
2. In what ways are the importance and value of and a commitment to student success shared and promoted among key stakeholders including students?
3. What processes and procedures exists for all stakeholders – including students – to inform and review, and if necessary, revise and refine efforts to promote and ensure student success?
4. In light of your discussion, what next steps would you take to advance this message at your institution?