


ACADA Advising Symposium2018 

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## Wrap Around Services: Building Effective Buy-In in Student Services

Spokane Falls Community College  
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## Learning Objectives

- Objective 1: Discuss Why Guided Pathways
- Objective 2: Walk away with strategies related to developing your campus definition of Guided Pathways
- Objective 3: Understand ways to use relational theory to on-board supporters and skeptics in Guided Pathways
- Objective 4: Obtain 1 strategy to increase understanding of Guided Pathways in Student Services

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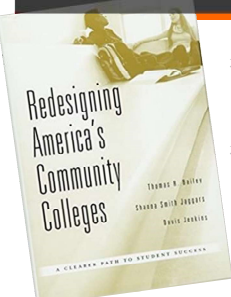
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## A Path to Student Success



- Guided Pathways is a research-based approach that simplifies choices for students. ~ Joe Holiday
- Course are grouped to create a clearer path to completion from community colleges

<https://www.sbctc.edu/colleges-staff/programs-services/student-success-center/guided-pathways.aspx>

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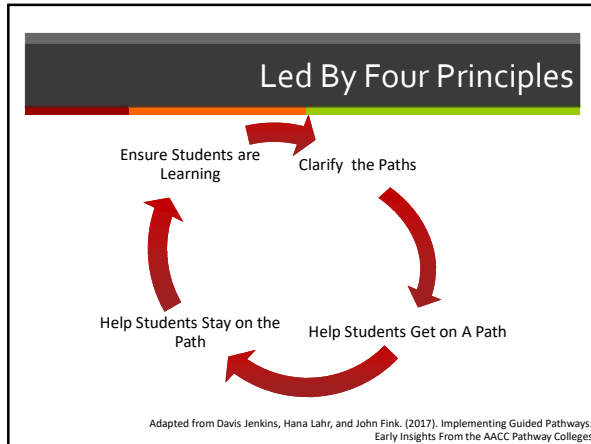
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### So what?

- Redesigning America's Community Colleges
  - Put a spot-light on community colleges
  - Touched on the areas within Academic and Student Affairs
  - Outlined the cost benefits to the students and institutional resources
  - Reviewed ways of supporting students struggling in a system that was not designed for them

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### Who Are We and Why Adopt

Spokane Falls Community College meets the needs of our community by advancing student achievement through quality, accessible learning opportunities that embrace diversity, promote equity, and foster global awareness.

- Degrees & Certificates Awarded: 1,084
- **Student Profile\* Annual Head Count** Count 7,577
- Attend Full-time 61.1% Attend Part-time 38.9%

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## Strategies

- Identify why Guided Pathways will improve student experience
- Identify key players
- Create a plan to engage the campus in planning & implementation
- Establish a timeline

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## What We Did

- Convened a Learning Community
- Convened a taskforce
- Established specific teams
- Developed a framework

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## Assemble Team of Sponsors

- What is a Sponsor?
  - A person(s) with institutional pull (with or without a senior title) that has the power to shift attitudes and persons [on a campus]
- Send to conference with implementer to bond
- Side Conversation

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### Recycle and/or Slow Down

- Assess how this initiative will function going forward and for how long
- Make a decision
- Core people.....

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### Why Did We Decide to Send a Small Group to Define the Bones

- Reconcile the 2 major spaces inside the same house
- Have small groups with members from both working spaces
- Create an implementation timeline
- Define a definition

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### Turning Point

Core Competencies

- Conceptual
- Informational
- Relational

Joint leadership and teamwork

- Planning
- Implementation

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### Example and Exercise

**Activity (2-minutes)**

- Based on your department's perspective and expertise, what are the perceived current barriers within your department that may impact students success at your institution
- As the content expert of your work, what are potential solutions to overcome these perceived barriers

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### Continue good vibes for success

- Second Retreat
  - Intended to:
    - Answer questions from the first retreat
    - Acknowledge the work being done
    - Allow for departments to share what they are doing or struggling with
    - Done in interdepartmental groups (first part)
    - Done in intradepartmental groups (second part)
    - Help departments acknowledge what they fail to see as positives
    - Pathways Jeopardy

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### Example and Exercise (Interdepartment)

**Activity (2-minutes)**

- What are some common misconceptions about your own area?
- What do you want other departments to know about your area

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## Example and Exercise (Intradepartmental)

**Activity (2-minutes)**

- Outline the current on-boarding process for your department by explaining ways students access your service(s)
- With current fiscal and personal realities, what are 3 of the easiest things you can change/improve in your area for implementation within 3-months

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## Challenges (aka: Risk Register)

- A risk register:
- Is a non-exhaustive list of uncertain event(s) or condition(s) that, if it occurs, has a positive or negative effect on a *project's* objectives and/or outcomes

Risk I.D.	Risk Description	Consequence	Likelihood	Rank	Strategy
1	Baseline organisational performance measures not available	Significant	Moderate	Medium Risk	Accept
2	Suitable staff not available for task analysis	Major	Rare	Medium Risk	Control
3	External consultant defaults on delivering materials	Major	Moderate	Medium Risk	Control
4	Steering Committee meetings delayed/members unavailable	Minor	High	Medium Risk	Control
5	Low availability of Subject Matter Experts to advise and review materials	Significant	Likely	High Risk	Control

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## Thank You

Questions

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