

Wednesday, March 27, 2024

Transfer Conference for Counselors



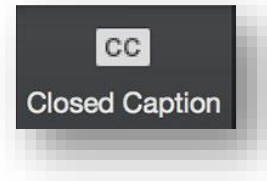
Welcome & Housekeeping

Tech Support

Technical support is available, please email conferences@foundationccc.org with any questions.

Closed Captioning

Click the Closed Caption (CC) tab to read live captions

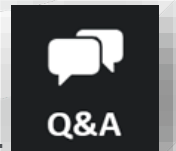


Audio/Visual

You will be muted with your camera's off during the entire webinar. To ask a question please utilize the Q&A feature.

Q&A

Click the Q&A tab to enter questions for the presenters and read their responses. We will do our best to answer as many questions before the end of this session. Questions we are unable to answer will be addressed post-event in the coming weeks. Some questions will be answered live at the end of this session.





All of today's presentations will be recorded and accessible on the CCC Transfer Counselor [Website](#) under "*Transfer Counselor Conference*" tab.

Crafton Hills College

Empowering Student Success Through The Implementation of Completion Teams

Mariana Macamay – Transfer Center Faculty Coordinator

James Grabow – Counseling Department Co-Chair



Agenda

Introductions & Reflections Exercise

About Us & Needs for Change

The Completion Team Model

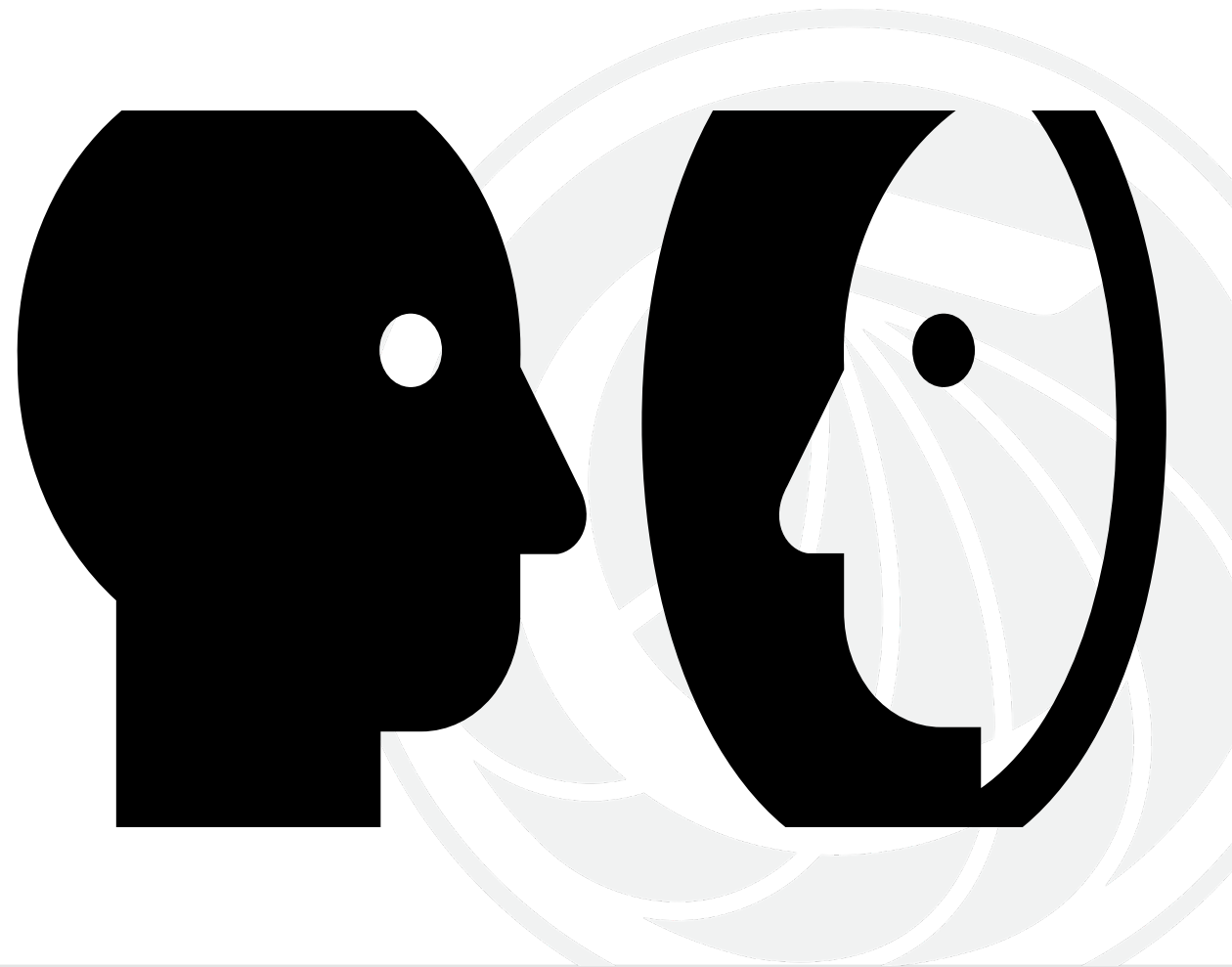
Challenges & Opportunities

Conclusion & Takeaways



Reflection Exercise

- What is your definition of student success?
- Identify the main challenges that your organization faces in achieving student success.



About Us

7,963 Students
Enrolled at
Crafton

67% of our
students are
part-time

65% qualify for
the California
Promise Grant

Located in San
Bernardino
County, Inland
Empire
(Region 9)



The Current Transfer Landscape

- Transfer Centers are underfunded/understaffed
 - 64% of TC are open between 30-40 hours
 - 42% have full time TCD
 - Avg TC has 1.4 FTE dedicated counselor
- Students are transferring at 84 units (state average) with an ADT
- African-American & Latinx students underrepresented
- Crafton: 1500 students with over 30 units with M/E completed/IP
 - 500-600 students transfer annually

The General Counseling Landscape

- A "general" understanding of the transfer process.
- Training opportunities can be limited.
- An oversimplification of the transfer process.
- At Crafton: General counseling supports the University Transfer Center with part-time counselor support.



The Need for Change

Nancy's Story

Students with high unit count

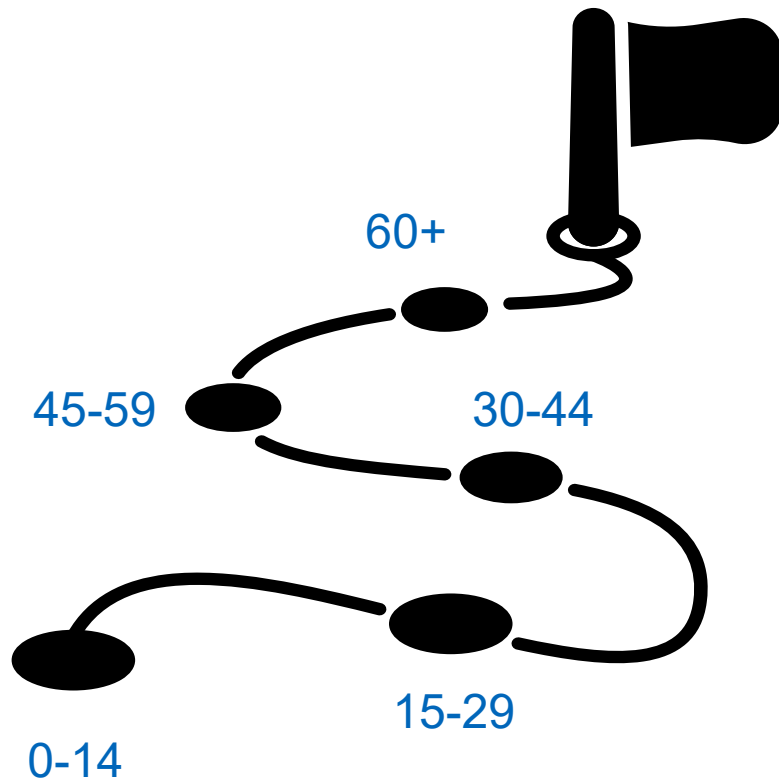
Counseling contacts between 15-45 units

Traditional Counseling Models

I am no longer accepting the things I cannot change. I am
changing the things I cannot accept.

-Dr Angela Davis

Reimagining Guided Pathways



0-29 Counselors focus on matriculation, SEP, career guidance, getting connected & building community

30+ Counselors focus on completion, graduation, transfer, job development services



SARS

Student Appointment Screen
?
✕

Student Information

StudentID	Name	+	Birth Date	
<input type="text"/>	<input type="text"/>		<input type="text"/>	<input type="button" value="Search"/>
Home Phone	Ext.	Contact Phone	Ext.	Text Phone
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Email	Email 2			
<input type="text"/>	<input type="text"/>			

Appointment Information

Marisela Hoehn - Thursday - 2/29/2024
9:30 AM - 60 minutes

Reason Code	+	Comments
<input type="button" value="60+ UNITS"/> <input type="button" value="GRAD INFO"/> <input type="button" value="IN PERSON"/> <input type="button" value="SEP UPDATE"/> <input type="button" value="0-14 UNITS"/> <input type="button" value="15-29 UNITS"/>	▲ ● ▼	<input type="text" value="in person-sep update-kinesiology- grad check"/>
Room #		Confirmation Options
<input type="text"/>		<input type="text"/>
<input type="checkbox"/> Online Meeting		
Meeting URL		<input type="text"/>

Additional Info

Location	C_COUNSEL
Description	Value
Ungrouped	
Has Ed Plan	
STEM - CHC	
Veteran Student - CHC	
Acad Probation - CHC	
EOPS/CARE/CalWORKs Student - CHC	
Honors Student - CHC	
NCM Unit Level	60+
Promise Cohort 1 2019-21 - CHC	
Promise Cohort 2 2020-22 - CHC	
Student Athlete - CHC	

Completion Coaches

What do they do?

- Address Early Alert Flags based on unit completion
- Registration Assistance
- Applications for Transfer workshops & Review
- Create and Facilitate Lunch & Learns
- Facilitate the McFarlane Campaigns
- Counseling Virtual Lobby/ “Help Forms”
- Assist students with navigating Student Services
- Organize campus-wide events



Starfish Report

🔍 Search for Students

MY STUDENTS
TRACKING

🚩 Flag 📄 Referral 📌 To-Do 🌟 Kudos 📋 Success Plan ✉️ Send Message 📄 Download

View Go

Connection All My Students

Cohort Crafton Students: 30-44 Units Completed

Additional Filters Edit Filters

Item Name	Status	Created Date	Cohort	Due
🚩 In Danger of Failing Context: American Sign Language II (C-ASL-102-70-2024SP)	Active	02-26-2024 by Zein, Butch	<div style="border: 1px solid #ccc; padding: 5px;"> Filter <input type="text" value="Enter text to filter results"/> <ul style="list-style-type: none"> <input type="checkbox"/> Crafton Self-Reported Vets/Dependents <input type="checkbox"/> Crafton Students (Current Term) <input type="checkbox"/> Crafton Students Certified for Veterans Benefits (CVETS) <input type="checkbox"/> Crafton Students: 0-14 Units Completed <input checked="" type="checkbox"/> Crafton Students: 15-29 Units Completed <input checked="" type="checkbox"/> Crafton Students: 30-44 Units Completed <input checked="" type="checkbox"/> Crafton Students: 45-59 Units Completed <input checked="" type="checkbox"/> Crafton Students: 60+ Units Completed </div>	
🚩 In Danger of Failing Context: American Sign Language I (C-ASL-101-70-2024SP)	Active	02-26-2024 by Zein, Butch		
🚩 In Danger of Failing Context: Human Relations Workplace (C-BUSAD-155-70-2024SP)	Active	02-24-2024 by Bungard, Patrick		
🚩 Automatic Low Grade Notification (70% or less) Context: Freshman Composition (V-ENGL-101-06-2024SP): Average above 0% and below 70%.	Active	02-09-2024 by System		
🚩 Automatic Low Grade Notification (70% or less) Context: Pole Fitness I (C-KIN/F-112A-15-2023SM): Average above 0% and below 70%.	Active	06-13-2023 by System		

⏪ ⏴ ⏵ ⏩ Last

Starfish Report

Counseling Services

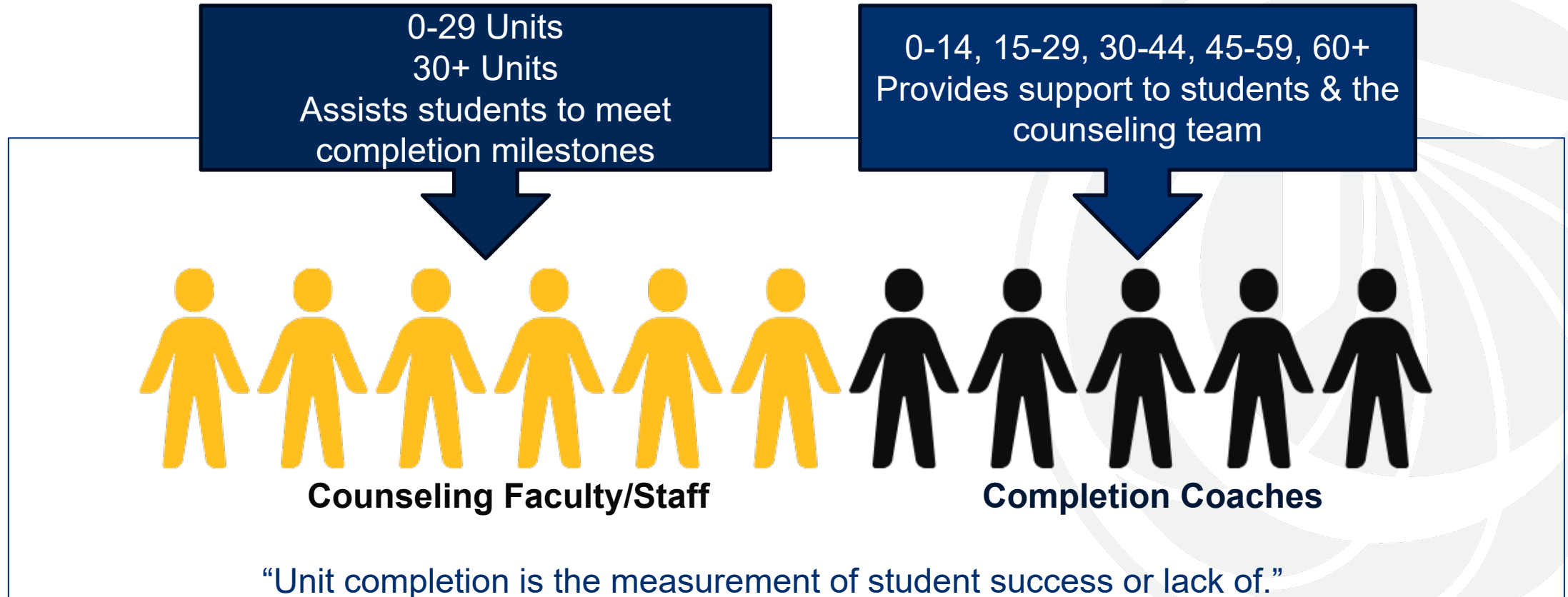
- Career & Transfer
- Counselors regularly trained
- Generalist vs unit milestone expert
- Key role of Classified team

Student Success Retention & Completion

- Support Counseling
- Navigating forms and processes
- Bridge to campus resources
- Enhance community building

Completion Coaches

Completion Team Model



Our Goals



0-29 McFarlane Report

- Increase the number of comprehensive SEPs to 85%
- Decrease the number of undecided students (-10%)

30+ McFarlane Report

- Increase transfers (+15%)
- Increase attendance, “I’ve applied for transfer, what’s next?” workshop (+10%)

Proactive Counseling and Transfer Services

- Decrease the number of open counseling appointments
- Stabilize highs and lows in counseling needs
- Enhances the counselor's role and value
- From reactive to proactive counseling

**Counseling
Efficiency**

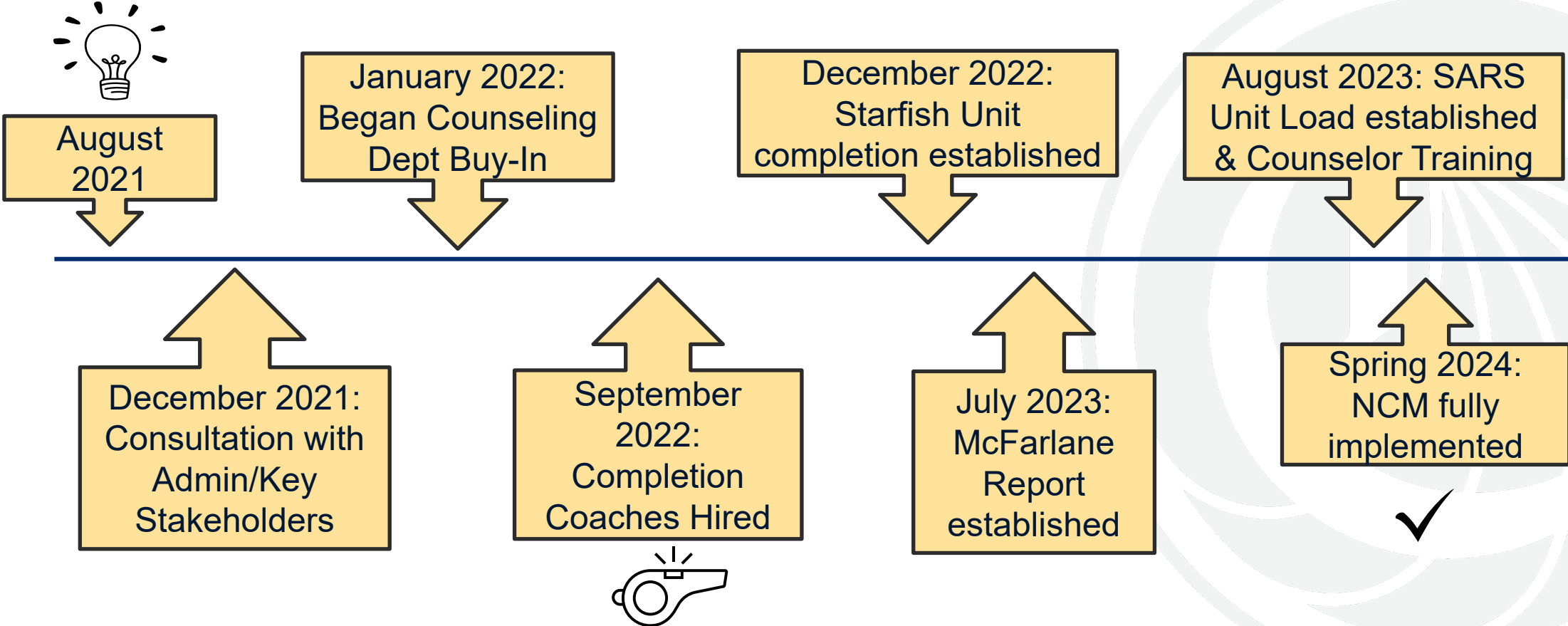
- Humanizing & validating the student experience
- Students need different guidance based on units
- Encourages the most vulnerable student
- It demonstrates care & concern for their success

**Meet Students Where They
Are**

- Collaboration w/general counseling vs Silos
- Enhances the student counseling experience
- Focus on workshops, and programming, while supporting and training counselors

Career & Transfer

Timeline



The Impact

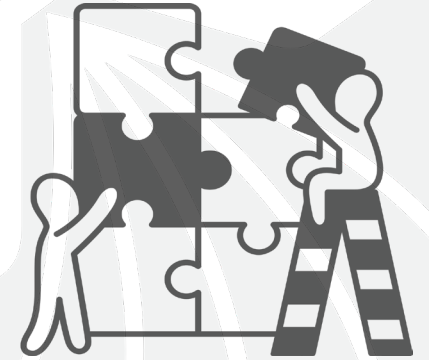
- 30-45** Early Alert Flags are addressed daily
- 1,434** Student contacts by Completion Coaches
- 1,835** Increased contacts by Counseling Faculty*
- 44%** Increase in Counselor-approved Ed Plans*
- 3** Unit Milestone Celebrations
- 17** Lunch & Learn Events
- 45%** Increase of student contacts for the Cal State and UC application workshops
- 1** In Region IX for Transfer admit rate to UC (77.61%)





Partnerships

- Growing Inland Achievement
- GP and Equity Lead
- Internal Partnerships
 - Research & Planning
 - Student Equity
 - CTE/Job Development
 - Counseling



Key Takeaways



Encouragement for Action & Change



The Transformative Power of the Completion Team Model



Customize to your own culture and needs



Implementing the Model & Reflection

? Where are the students getting stuck?

? Who are the key players?

? What are the technology needs?

? How will you collect data?

Culture eats strategy for breakfast. -Peter Druker

Contact Us

Ivan Pena –
mpena@craftonhills.edu

Mariana Macamay –
mmacamay@craftonhills.edu

Jimmy Grabow –
jgrawbow@craftonhills.edu