



Fresno City College

Team Approach to *Student Success*



2019 CCLC Annual Convention – November 22, 2019

Dr. Lataria Hall, VP of Student Services

Dr. Robert Pimentel, VP of Ed. Services & Institutional Effectiveness

Dr. Ray Ramirez, Director of Student Equity & Success

Ms. Kerry Ybarra, Philosophy Faculty, Guided Pathways Coordinator

Ms. Monica Criado-Cuevas, Dean of Counselling

Mr. Nick Lucio, Social Sciences Counsellor

Presentation at a Glance

- **Benefits for students and the college**
- **SST Composition**
- **Student Pathway to Success**
- **Data Dashboard**
- **Student Voice Video**

Student Services



**Student Services
Administrator**



**Intervention
Specialist**



Counselor



**Financial Aid
Specialist**

Academics/Faculty



Division:

APA	Allied Health, Physical Education, and Athletics
AT	Applied Technology
Bus	Business Education
FPCA	Fine, Performing, and Communication Arts
Hum	Humanities
LRC	Library & Student Learning Support Services
MSE	Math, Science, and Engineering
Soc Sci	Social Sciences
CTC	Career Technology

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Benefits for the Students:

- Creates a sense of belonging and validation for the student
- Innovative team approach
- Highly personalized services
- Eliminates obstacles and barriers
- Increases timely completion
- Collaboration across divisions

Benefits for the College:

- **Fosters holistic and institutional responsibility**
- **Proactive vs. reactive student support services**
- **Fosters cross-functional communication and understanding**
- **Collaboration across divisions**
- **Informs data driven decisions by discipline**
- **Increases data literacy**



**Student Services
Administrator**



**Academic
Division
Dean/Department**



**Intervention
Specialist**



Counselor



**Financial Aid
Specialist**

Transformational Data Coaches

Guided Pathways Reps

- Liaison between the Guided Pathways Workgroup and the Student Success Team.
- Facilitates implementation of Guided Pathways framework in reaching timeline goals of the Guided Pathways Workgroup.



Student Pathway to Success



YOUR MAJOR

DIVISIONS (10)

Allied Health, Physical Education, and Athletics

Applied Technology

Business Education

Career Technology

Fine, Performing and Communication Arts

Humanities

Library & Student Learning Support Services

Math, Science, and Engineering

Social Sciences

RAM PATHWAYS (5)

Arts, Communication & Language

Business

Culture, Education & Society

Health & STEM

Tech & Trades




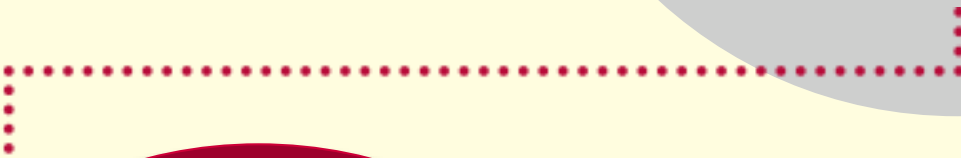
Begin Here

- 1. Application**
- 2. Assessment**
- 3. Orientation**
- 4. Counseling (SEPA)**
- 5. Registration**



Become RAM Ready

Attend RAM Ready, the new student welcome event, prior to the start of semester

- 1. Get ID card, parking permit, textbooks, and pay fees**
 - 2. Take campus tour to find classrooms and service areas**
 - 3. Learn about technology, student resources, campus life, etc.**
- 
- 




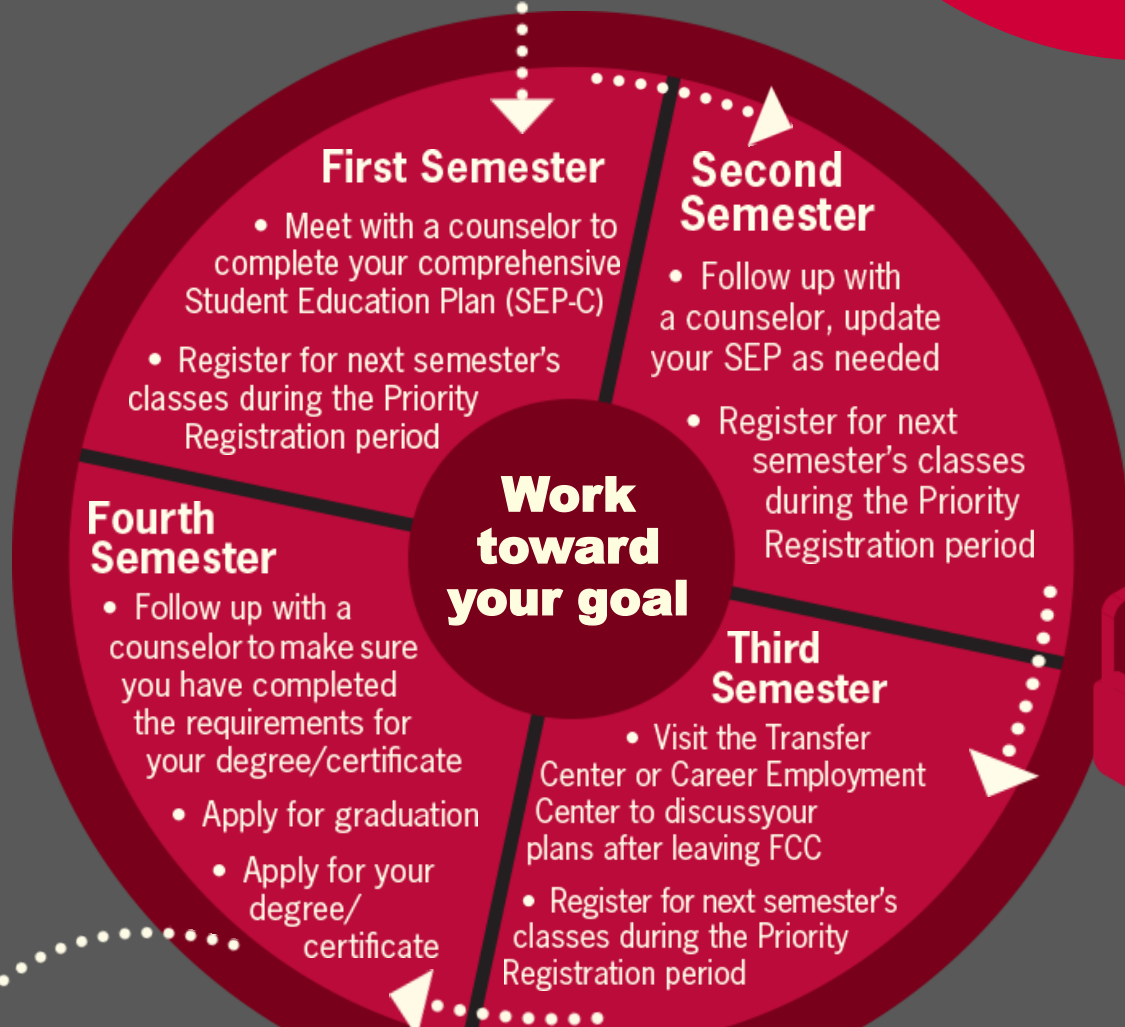
Connect with your Success team

- Assigned to specific team of specialist
- Help with Financial Aid
- Scheduled Check-ins



Stay on Track

- Register for 15 or more units each semester
 - Apply for financial aid each year
 - Take advantage of student learning resources (tutorial center, PASS, etc.)
- 



Success!

**Congratulations
on meeting your
educational goal!**



Social Sciences Student Success Team Counseling Old Administration Building- O.A.B.- 123



The Social Sciences Counselors invite you to meet with your Student Success Team!

We are Located in the Old Administration Building, OAB-123.

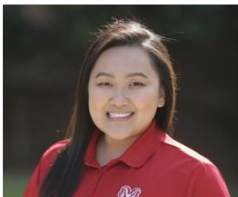
Book your appointment today by emailing your major specific counselor.



- Nickolas Lucio- nickolas.lucio@fresnocitycollege.edu
 - Criminology/Administration of Justice
 - Human Services- A&D Counseling & Pre Social Work
 - Food & Nutrition/Nutrition & Dietetics
 - Food Service Management- Culinary Arts
 - Child Development/Early Childhood Education



- Melissa Kent - melissa.kent@fresnocitycollege.edu
 - Enseñamos el Valle Central Program
 - Elementary Teacher Education



- La Hang- la.hang@fresnocitycollege.edu
 - Sociology and Psychology
 - Economics and Global Studies
 - History and Political Science
 - Cultural Studies and Women Studies
 - Anthropology & Liberal Arts

Additional Counseling Members:

Michael Rodriguez- General Counseling
Lori Natal- General Counseling
Stephanie Harris- General Counseling
Lily Peralta- General Counseling
Samantha Cazares- General Counseling
Kyle Connery- General Counseling
Linda Vang- General Counseling
Peter Vang- General Counseling
Guadalupe Garcia- General Counseling
Kelly Paramo- General Counseling

Special Program Counseling Members:

Cedric Pulliam- Athletic Counseling
Karen Maybry- CalWORKs
Laura Clark- CalWORKs
Charles Bailey- CalWORKs
Lily Hernandez- Career & Employment
Yer Yang- CTC Counseling
Lesile Silva - DSP&S
Patrick Tackett- DSP&S
Jesse Llanos- DSP&S
Sonia Santana- EOP&S
Arvi Kaushal- Transfer Center
Logan Tencorelli- Transfer Center & Law Pathways
Jaime Duran- Veterans Center

Financial Aid Members:

Alejandra Tovar- Financial Aid Specialist
Norma Aguilar- Financial Aid Analyst

Data Dashboard- “Clarifying the Path”



Start Strong

Choose and Enter their Path
SEP

Active term: Team: **Allied Health Physical Education and Athletics, Applied Technology, Business and 6 more**
Points: 0, 1, 2 and 9 more Active Major: **All** SEP: **All** Holds: **All** First Time: **All** Enr in Both Math-Engl: Special Program: **All** Ethnicity: **African-American, American Indian/ Alaskan Native, Asian and 6 more**
Gender: **F, M, X** Age Group: **19 or Less, 20-24, 25-29 and 4 more**

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Success Team

(Multiple values)

Active Major

(All)

SEP Group

(All)

Count (FCC Majors Only)

19,555

Priority Points

(All)

Any Holds

(All)

First Time Non HS

(All)

Current Enr in Math-Engl

(All)

Special Program

Calworks, DSPS, Vet, EOPS, IDILE, Puente, SYMBAA, USEAA, RAIN, CVP

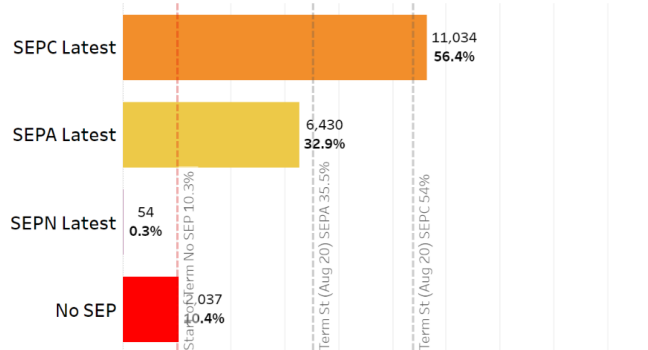
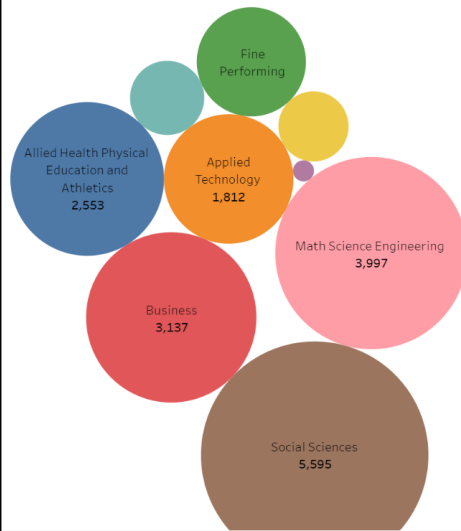
(All)

Ethnicity

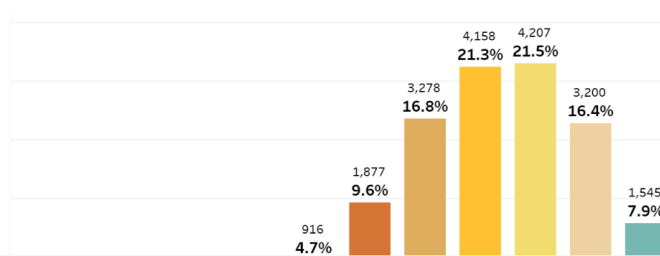
(All)

Gender

(All)



Priority Points



Data Dashboards- “Ensure Learning”



Stay Strong

Equity: Completion of Transfer Level Math & English
Guided Pathways: Ensure Learning
Math and English Pass-Enr

(All)



Active term: Team: Allied Health Physical Education and Athletics, Applied Technology, Business and 6 more
Points: 0, 1, 2 and 9 more Active Major: All SEP: All Holds: All First Time: All Enr in Both Math-Engl: Special Program: All Ethnicity: African-American, American Indian/ Alaskan Native, Asian and 6 more Gender: F, M, X Age Group: 19 or Less, 20-24, 25-29 and 4 more

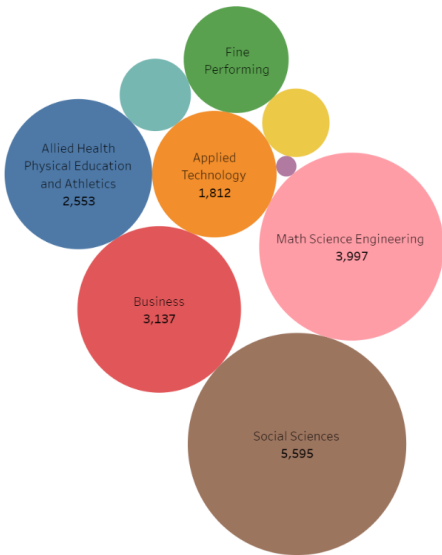
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Success Team

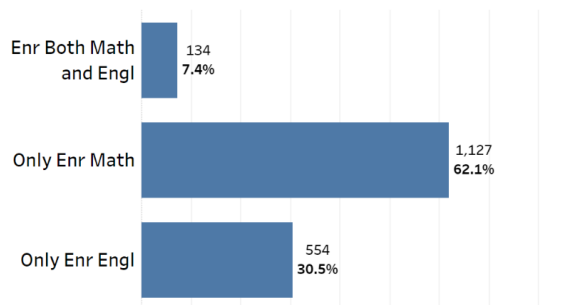
(Multiple values)

Active Major

(All)



Enrolled in Math-Engl (Districtwide)



Count (FCC Majors Only)

19,555

Priority Points

(All)

Any Holds

(All)

First Time Non HS

(All)

SEP Group

(All)

Special Program

Calworks, DSPS, Vet, EOPS, IDILE, Pue... SYMBAA, USEAA, RAIN, CVP

(All)

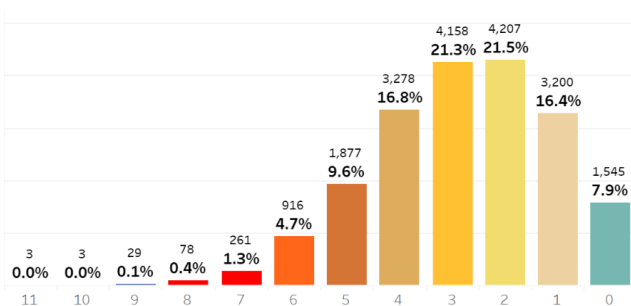
Ethnicity

(All)

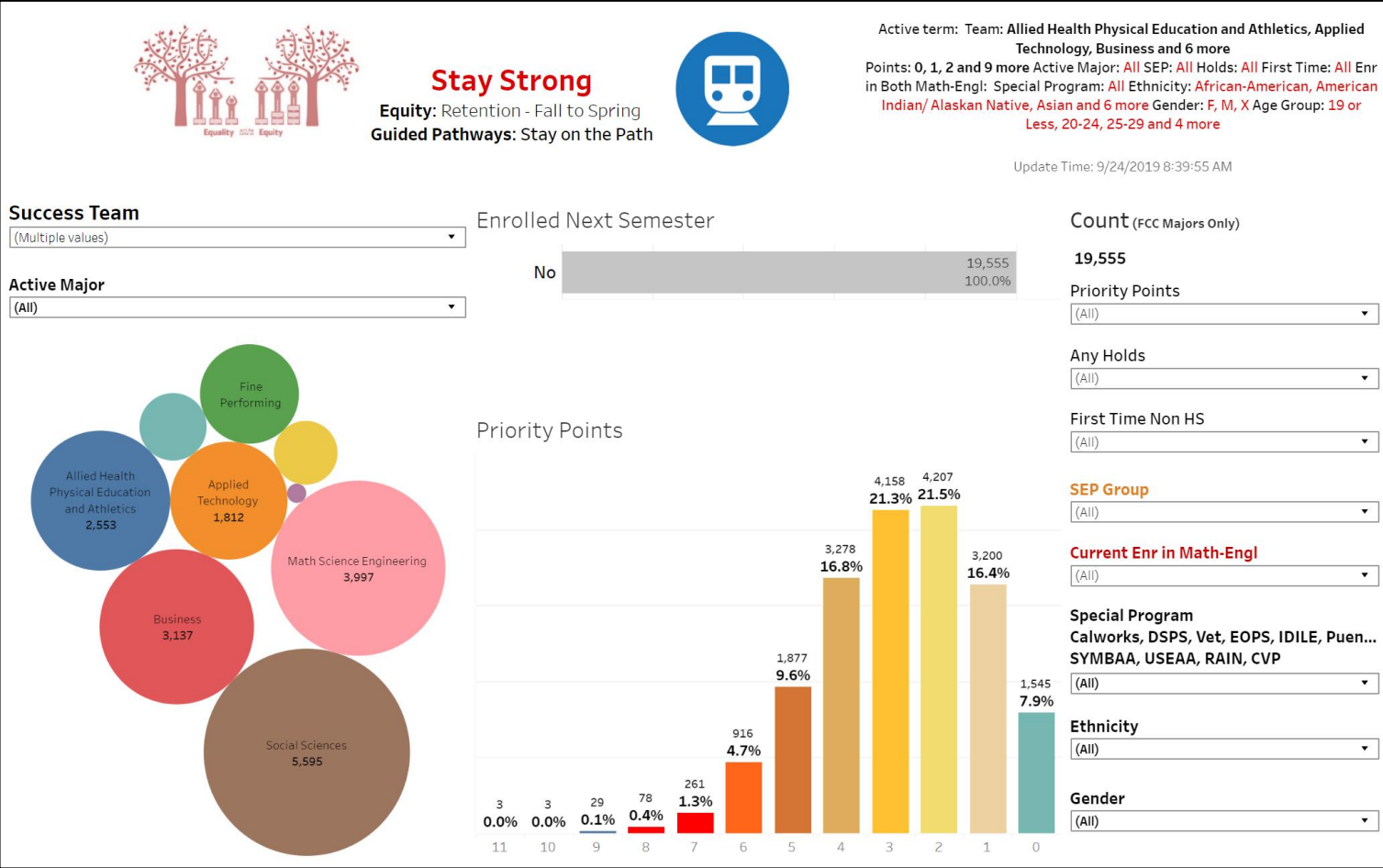
Gender

(All)

Priority Points



Data Dashboards- “Staying on the Path”



A Case Study Approach (Armando)

- Determining what services Armando will need.
- Identifying members of the Student Success Team that will assist Armando.
- Ensuring the team is delivering services for Armando.
- Collaboration between instruction and student services for Armando's success.

Student Voice Video



Fresno City College Student Success Teams in Action

Case Study Student Descriptors (Armando):



- 41 Years Old
- Latino Male
- Formally Incarcerated
- Social Work - Drug & Alcoholism Counseling Major
- Unclear Career Goals

How the FCC Cultural, Education & Society team would case manage Armando

- How is Armando assigned a Student Success Team?
- Who reaches out to Armando?
- What touch points are identified/when?
- How are Armando's services coordinated so he doesn't repeat himself?



Thank you!

