

Canyons Completes: College of the Canyons Guided Pathways Efforts SCCRC Meeting | January 20, 2023



Institutional Effectiveness and Inclusive Excellence Committee



Presentation Pathway

- College of the Canyons framework for implementing and coordinating Guided Pathways (locally called "Canyons Completes")
- Where we've been, where we're at and where we're headed in Spring 2023
- Canyons Completes Action Plan to guide GP efforts
- Highlight of efforts underway
- Communication of accomplishments to the campus community





College of the Canyons Guided Pathways Implementation and Framework





What is the (IE)² Committee and Canyons Completes?



Sub-committee of the College Planning Team working in partnership with constituencies across campus to ensure commitment to improving the student experience.



Hold working meetings open to faculty, staff and students interested in support student progress and success during the fall and spring semesters.



Branded Guided Pathways locally as Canyons Completes.



Designed to facilitate positive movement towards completion of degrees, certificates, and skills building courses for students through improved programs, processes and services

Institutional Effectiveness and Inclusive Excellence (IE)² Committee established 2014/15



Canyons Completes Design Team

- Daylene Meuschke (GP Admin lead)
- Jasmine Ruys (VP, Student Services)
- Omar Torres (VP, Instruction)
- Ryan Theule (VP, Canyon Country Campus/Grants/Institutional Research)
- Jeff Gregor (Instruction admin)
- Andy McCutcheon (Instructional Dean)

- Alene Terzian (GP Faculty Lead-Equity)
- Alisha Kaminsky (GP Faculty Lead-Counseling)
- Michael Monsour (Classified Professional)
- Joanna Kelly (Classified Professional)
- David Andrus (Academic Senate President)
- Brandon Ashford (Multi-Cultural Center)



Over 40 members from the Institutional Effectiveness and Inclusive Excellence (IE)² committee, comprised of students, faculty, staff and managers/administrators inform, support and implement the Canyons Completes efforts



COC's Guiding Principles for Redesigning the Student Experience

(CAGP-20 Institute 4, Sept. 2018, updated May 2021) Students are navigating the responsibilities of work, school, and both family and social commitments. It is paramount that we adopt practices that reduce barriers and seamlessly incorporate support services to keep students on their path.

We must...

- Design a valuable, supportive and welcoming environment throughout the student experience at every step of their journey at College of the Canyons
- Cultivate a student-centered mindset through the college
- Structurally support students to address the broader life challenges that affect their ability to focus on and complete their educational goals
- Engage all faculty and staff in the Guided Pathways work through a variety of mediums, including monthly forums and podcasts
- Not let the perfect become an enemy of the good as we redesign the student experience



We want all degree, transfer and certificate seeking students to have a dedicated student success team



We want students to feel welcomed and to be able to make positive and personalized connections with all college employees.



We want to create a student-centered and holistic experience that includes reorganizing faculty, services and programs.



We want students' onboarding and advising experiences to connect to our Canyons Completes (Guided Pathways) framework.



We want students to have a personalized, long-term connection to their success team

We want to purposefully identify essential experiences for all students coupled with individualized support based on student needs

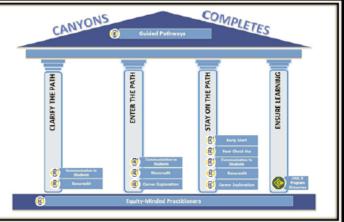
The vision for the redesigned student experience (CAGP-20 Institute 4, updated May

Where We've Been, Where We're At and Where We're Headed





Where we have been...



Development of Guided Pathways at COC

*The conversation about Guided Pathways began February 5th 2014 with a visit from <u>Rob Johnstone</u>.

Fall 2019 - Launch of Student Success Teams

(IE)² = Institutional Effectiveness & Inclusive Excellence

2018-2019 2016-2017 2017-2018 2015-2016 (IE)² Committee Year 4 Focus: (IE)² Committee Formed (IE)² Committee Year 3 Focus: (IE)² Committee Year 2 Focus: Lost Canyons Completes, Support Action Year 1 Focus: Defining Equity and Canyons Completes, Support Dialog Momentum Framework and for our Guided Pathways Analyzing Data Completion by Design to help & Inquiry about our Guided Guided Pathways Pathways **Key Points: Key Points: Key Points:** Key Points/Next Steps: Defined "Canyons Completes" Support Canyons Completes with Support Canyons Completes with dialog and Developed (IE)² Committee Aug 26, 2016 - All faculty invited to inquiry for the Workgroups dialog and inquiry for the 7 Mission/Vision engage in pathways work Aug 2018 - 2nd Mapping & Meta Major Retreat Used AAC&U's "Committing to Workgroups Nov. 2016 - Rob Johnstone 2nd Visit Aug 2018 - Spring 2019 Website Redesign Dec 2017 - Academic Senate & Equity and Inclusive Excellence Feb. 2017 - Academic Senate & Board of Work Board of Trustees Approves Self-Study Guide Trustees Approves Participation in CA Nov 2018 - Early Alert Software (Starfish) Jun 2016 – Held 1st (IE)² Retreat: CCCCO GP Self-Assessment Guided Pathways Project (CA-20) purchased Mar 2018 - Academic Senate and Outcome was to launch "Canyons Feb 2019 - Academic Senate Action on Meta Completes" Jun 2017 - Held 2nd (IE)² Retreat: Board of Trustees Approves Major Proposal CCCCO GP Work Plan Outcome Seven (7) Workgroups were Mar 2019 - Academic Senate and Board of Jun 2018 - Held 3rd (IE)² Retreat: developed to support Canyons Completes Trustees to take Action to Reaffirm CCCCO GP Sept. 2017 - Guided Pathways Award Outcome to modify Workgroups Commitment Program (CCCCO GP) available Jun 2018- Mapping & Meta Major Spring 2019 - Create Student Success Teams

Retreat

Dec. 2017 - CCCCO GP Self Assessment

COLLEGE OF THE CANYONS



2019-2020 Year 5 Focus: Moving from Action to Institutionalization

Development of Guided Pathways at COC (2019-20 to present) Institutional Effectiveness & Inclusive Excellence (IE)² Committee

2020-2021

Year 6 Focus: Advancing Equity, Maintaining Student Engagement, and Integration of Efforts

2021-2022

Year 7 Focus:

Reimagining the student journey and supports in a post-pandemic environment

2022-2023

Year 8 Focus:

Integrating Revised Student Equity & Achievement Plan and Strategic Plan with Canyons Completes Planning

Key Points:

- Launched Faculty Data Coach training
- Launched Canyons Connects
- Continued planning for **Student Success** Teams
- Started work on the **Program Mapper** tool for students
- Developed **website landing page template** for schools in connection with **Program Mapper**
- A2MEND Student Chart Accepted Hosted 1st Welcome Day event (Fall 2019)

<u>Key Points</u>:

Hosted **student and employee anti-racism forums** Contributed to the College's **Call to Action**

Launched Multicultural Center virtually

Launched first **Success Team** to support Black students in partnership with the Black Student Alliance

Launched webpages for student alliances

Accepted into California Guided Pathways 2.0 project

Developed Canyons Completes placemat

Canyons Cares (Caring Campus) effort led by Classified staff through engagement "events"

Integrated Canyons Connects with Canvas

Integration of Integrative Learning/Project Based Learning Drafted Canyons Completes Action Plan

<u>Key Points</u>:

Increased awareness of **new engagement efforts: ASG's "RE" Campaign** and Classified Professional led "**Canyons Cares**" (Caring Campus)

Increased support through LiveChat

Dialogue, Dialogue, Dialogue – supported each other to move from surviving to thriving, reconnect and reengage our campus community, and build community

Launched **three-pronged marketing** a **approach** with general and targeted efforts

Co-created Canyons Completes Action Plan using SOAA as foundation

Key Points (as of Jan 2023):

Engaged **16+ hours of dialogue**, including 6 "Open Hours" meetings to set targets for and revise the **SEA Plan**

Discussed implications of Fall 2022 Student Survey

Established new targets for degrees, certificates and Career Educ metrics as part of Strategic Plan update

Reviewing **breakout room suggestions and comments** from October/November and implications for committee

Attended **CAGP 2.0 Institute** #3 (Sept). Attending Institute #4 (March).



Action Plan

Purpose: Focus and guide the Institutional Effectiveness and Inclusive Excellence committee's efforts (2021/22-2023/24)

Foundation: Draws heavily from the College's March 2021 Scale of Adoption Assessment submitted to the California Community Colleges Chancellor's Office





Commitment to Equity Statement

Elements of the Canyons Completes Action Plan



Canyons Completes Guiding Principles and Vision for Redesigning the Student Experience



Scale of Assessment Adoption Priority Areas underway or Activities/Projects not yet started but identified as an area of focus



Other Institutional Projects Connected to Canyons Completes (Guided Pathways)

	Project/Activity: Program Mapper (see SOAA Section 1a for more details)				
	Brief Description / Intended Outcome(s):				
	Need/Ability to Implement	High Ability/High Impact			
	(1-Low Impact/Low Ability, 2-High Ability/Low Impact, 3-Low Ability/High Impact and 4-High Ability/High Impact				
	Planned Delivery (Online,	Online: Program Mapper is an online interactive tool that will be accessible to students through the			
	In Person, Hybrid)	College Website. The tool will be used by students online and will help facilitate in person advisement			
Action Plan		appointments, counseling appointments and outreach efforts.			
(sample plan)			Status and Progress Summary	Scale Rating as of March 2021: Planning to Scale Spring 2021: Currently working on remaining 10 associate degree program maps Ito be a final curriculum meeting with the goal to move forward and launch. Program Mapper with all available AA/AS/AA-T/AS-T degree maps and completed Credit maps in late May.	t certificate
				Summer 2021: Once we launch Program Mapper (mid/late-May, 2021), we will connect the School webpage and include a video for students explaining the use of the Program I	
	CANYONS		Challenges/ Barriers to Overcome	Making changes to our framework requires input and expertise from a diversity of college constituencies. It is often challenging to reach collective agreements and to take uniform actions throughout our College. We are reviewing the processes and procedures we implement and ensure we have vetted the changes through the academic and classified senates, through our steering committee, and various partnerships across campus. Although this took some time, we believe this is why we are making much better progress now. Taking the time to implement a process and procedure for our program maps made the process transparent, verifiable, and accurate.	
	COMPLE	ŤĔŠ //	Next Steps	We must ensure we have ample feedback and create an environment for each represen review and participate in the processes we are establishing for our students. We also need to find a way to incorporate student feedback early in our processes. Prop strategies include holding focus groups, expanding our outreach efforts to meet student are, and to hire students to work on Pathways efforts. In addition, whenever possible, p presented to our Associate Student Government for review and feedback. Develop and implement a marketing campaign to showcase the Program Mapper tool to	posed ts where they proposals are
				new, returning and continuing students, faculty, staff and local high school district partners Summer 2021: Create programs maps for remaining certificate of achievement/specializ outstanding associate degree maps. Update current AAT/AST program maps to include I Area F to take effect Fall 2021.	ers. ations and any

On the horizon for Spring 2023:

- Develop action plans for SEA Plan
- Explore what a Concierge Service Model looks like in an educational setting and in our respective roles on campus
- Engage committee and others not in attendance in the advance homework for CAGP 2.0 Institute #4 – what do we see, how can we answer the questions, how do we respond in and outside the classroom
- Project leads will continue their project implementation and advancement plans (next slide showcases active projects/efforts)

Highlight of Canyons Completes Efforts Underway





Canyons Completes Action Plan Projects 2021/22-2023/24

 Inclusion/Diversity/Equity/Anti-Racism/Accessibility (IDEAA)

 \circ Call to Action

- Multicultural Center
- Student Alliances
- Program Mapper
- Racial Equity for Adult Credentials in Higher Education (REACH)
- Folio Thinking (powered by PebblePad)
- Integrative and Project-Based Learning
- Student Support Engagement: Canyons Cares
- Ujima Scholars (Black Student Success Team)
- Canyons Connects











Chart your path from start to completion with this helpful new tool.

- 312 maps completed over the past two years!
- •99% of AA/AS, AA-T/AS-T maps complete (129/130 maps)
- •96% of Certificate of
- Achievement maps complete (61/63 maps)
- •100% of Certificate of

Specialization maps complete (44/44

maps)

- •100% of Noncredit maps complete (43/43 maps)
- •85% of Canyon Country Campus Pathway Maps complete (35/41 maps)

Goals accomplished since May 2022 include:

- Launched Program Mapper marketing campaign to display the tool to all faculty and school employees.
- Additional links inside Program Mapper to connect to counseling website.
- Developed promotional Program Mapper video and tutorial, available in English and Spanish.



Future Work:

- Incorporate Program Mapper into My Academic Program (student educational plan tool)
- Solicit feedback on College's website, adjust as needed. Meet with focus groups from different employee classifications and students for feedback.
- Develop marketing campaign to showcase tool to prospective, new, returning and continuing students.
- Collaborate with our University Center Partners and CSUN to Develop 2 + 2 program maps.
- Multiple departments are working on creating milestone course cards for their existing maps to include co-curricular activities and next steps as students approach completion of their programs.





Program Mapper Videos on School Websites

School of Visual and Performing Arts

In the School of Visual and Performing Arts, you will focus on programs of study that prepare you for certificates, degrees, transfer, and careers in visual and performing arts.

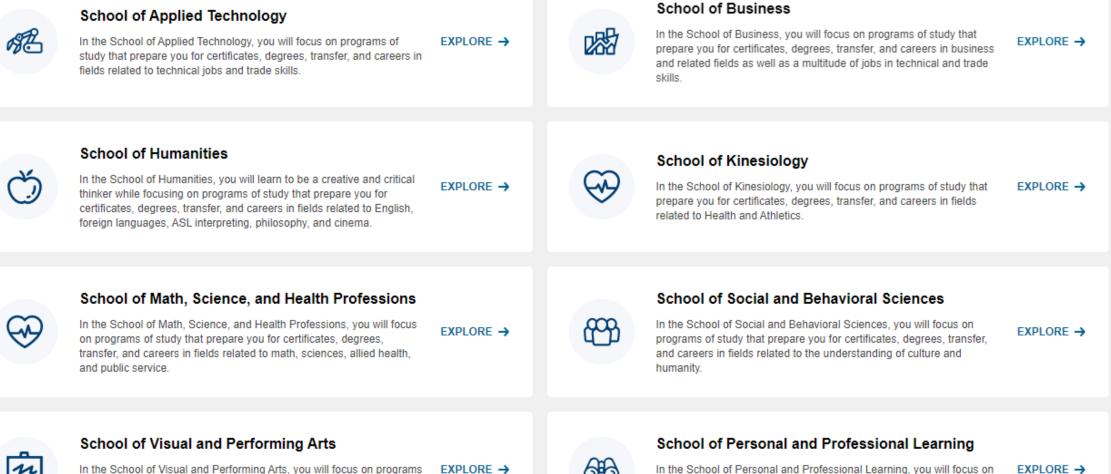




Chart your path from start to completion with this helpful new tool.

Explore

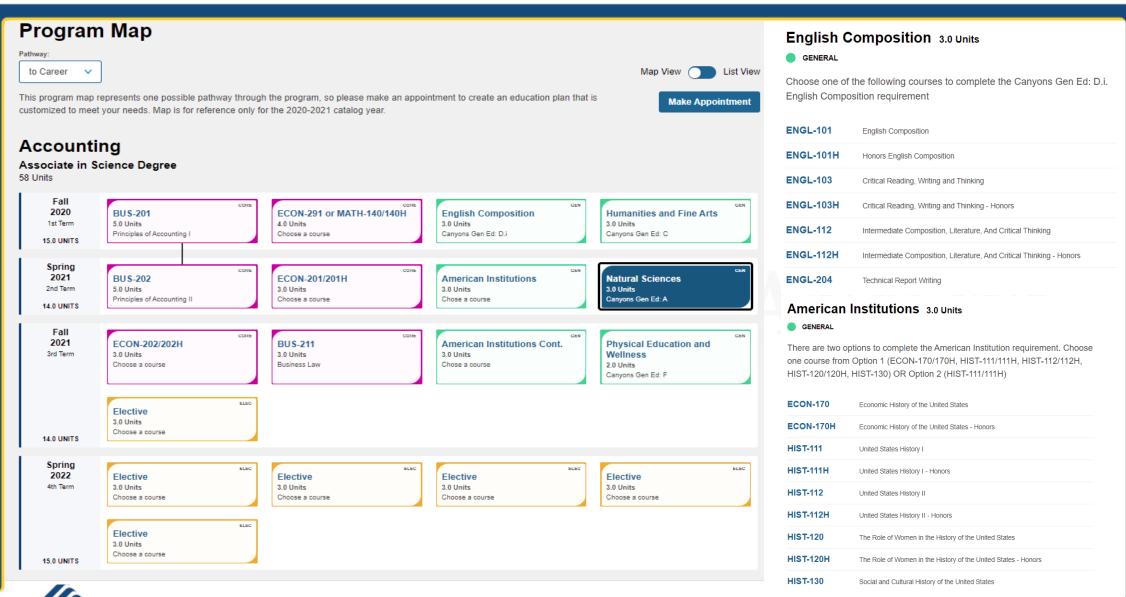
After clicking on the Program Mapper link on the website, the user sees the list of schools and can access the tool through the "Explore" button



EXPLORE -> of study that prepare you for certificates, degrees, transfer, and careers in visual and performing arts.

GED, and career skills.

In the School of Personal and Professional Learning, you will focus on programs of study that prepare you for certificates and badges in ESL.





Ujima Scholars (Student Success Team)

Ujima Scholars

Mentor Programs Ujima Scholars Canvas Events Calendar A2Mend Black Faculty/Staff Contact Us

Ujima Scholars is a culturally-based learning community designed to enhance the educational experience of Black/African-American Students through counseling, instruction, mentoring, programming, and community building.

Benefits

- Priority registration
- Book vouchers, scholarships, gas cards, gift cards
- Dedicated Counselor support
- Dedicated Math and English Tutors
- Cohorted Math and English classes
- Dedicated Retention Specialist
- Swag

Requirements

- Must have above a 2.0 GPA
- Must see a Counselor twice a semester
- Must fill out interest survey and sign contract
- Must attend BSA meetings or alterative
- Must attend 1 workshop/event a semester
- Must go through Cohorted classes

Interested in joining the Team? Ujima Scholars Interest Form





Focused on Black students not affiliated with other support services or groups

Launched Winter 2021

Starting with students with 41 units or more and will expand when appropriate Cross-functional planning team (Student Services, Instruction, Counseling, and Institutional Research) meeting every other week

Aligning efforts with the "Multicultural Center", Black Student Alliance and A2MEND



Canyons Cares

Integrating Classified Professionals Into Comprehensive Student Success Efforts

Aligned with Guided Pathways work. Aims to improve student satisfaction, connectedness, College pride, engagement, and retention





CANYONS



The purpose of this center is to provide safe and brave spaces on campus for historically minoritized and marginalized groups with the goal of increased diversity, equity and inclusion.

The Multicultural Center (MCC) serves as:

- a resource for the campus community while placing the experiences of diverse and historically minoritized and marginalized groups at the center.
- a dynamic learning space with deliberate programming and opportunities to support all members of COC with the goal of increased diversity, equity, and inclusion.
- *a safe* space where the goal is expression without fear of repercussion, and a *brave* space where expressions are both, validated and challenged.
- a place to meet, build community, and serve as another access point/bridge to existing resources.

https://www.canyons.edu/studentservices/multiculturalcenter/index.php





Multicultural Center Programming

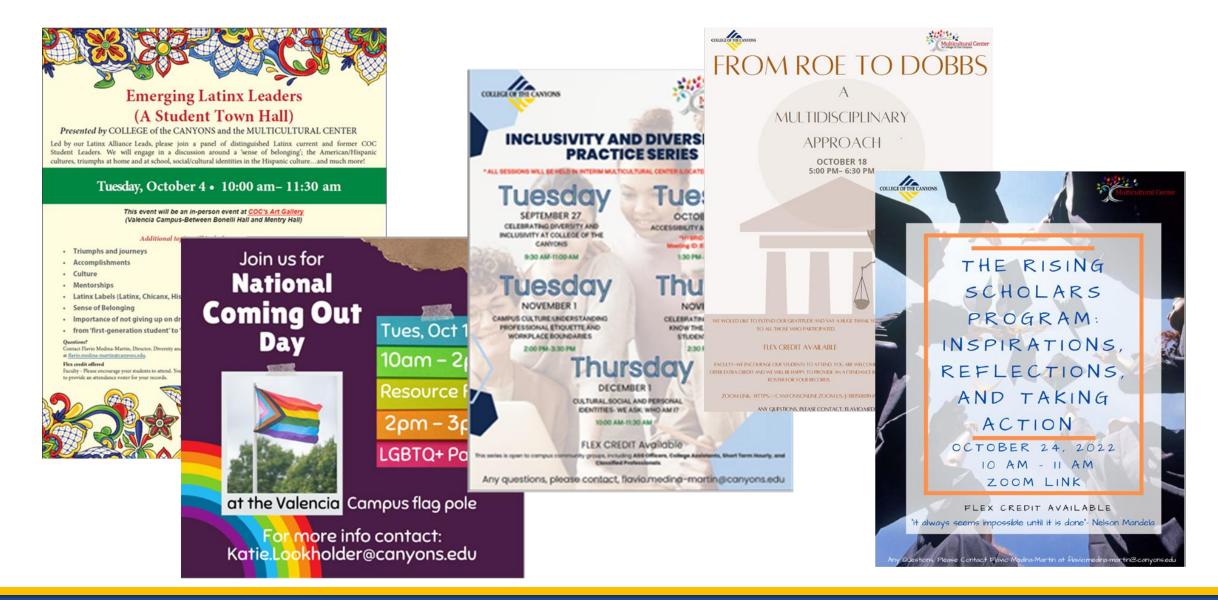








Visit www.canyons.edu/MCC





Multicultural Center Programming



Permanent Multicultural Center Opening Spring 2023





63% of students feel space like the Multicultural Center, student alliance groups, and workshops & dialog around inclusion, diversity, and equity are important/very important (Fall 2022 Survey)

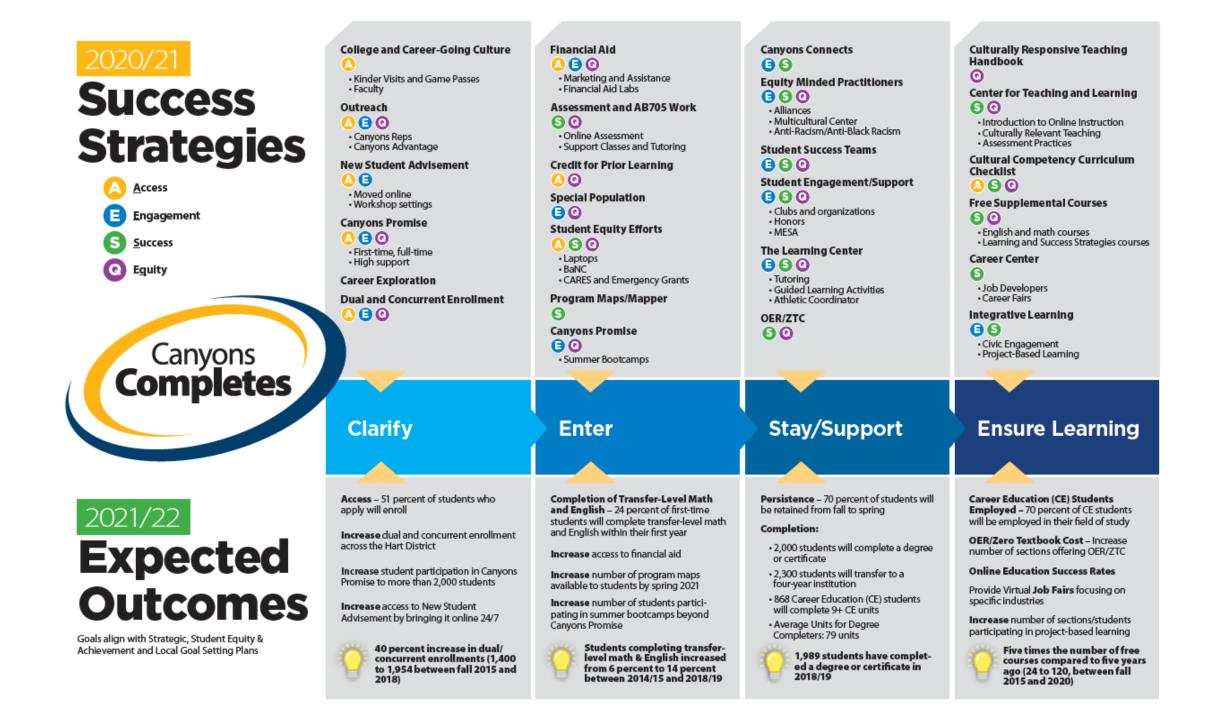


Campus Communication

At-A-Glance for GP Efforts and Progress The "Placemat"









= Guided Pathways

Onramps to Pathways

The College of the Canyons School of Personal and Professional Learning offers more than 300 free courses to current students and the community. The courses provide opportunities for students to increase job-related skills, prepare for the workforce, and provide supplemental coursework.



Access

With an equity-minded lens, promote student access so that every student is able to enter an informed path.

😑 Engagement

Cultivate an equitable, inclusive and welcoming environment that supports teaching and learning, fosters engagement, promotes belonging, values diversity, and sustains well-being at our campuses.

S Success

Promote equitable student success, attainment of students' goals, and intentionally maximize opportunities for all students.



College of the Canyons will provide support to facilitate equitable student success and maximize opportunity for all students with intentional efforts to address inequities among student groups, including minoritized student populations.

Redesigning the Student Experience

Vision

• We want all degree-, transfer- and certificateseeking students to have a **dedicated student** success team.

• We want the student **experience to be less fragmented**, including reorganizing faculty, services and programs so that the structures are student-centered.

 We want students' onboarding and advising experiences to connect to our Canyons Completes (Guided Pathways) framework.

• We want students to have a personalized, long-term connection to their success team.

• We want to purposefully identify essential experiences for all students coupled with individualized support based on student needs.

Guiding Principles

We know students are juggling work, school and family responsibilities. Every moment is a gift, and they don't have time to look for supplemental support.

We must:

 Design a highly supportive and welcoming environment from the front door to the back door

 Make the student experience less fragmented

- Structurally support students to address the broader life challenges that affect their ability to focus on and complete their educational goals
- Engage faculty and staff in the Guided Pathways work through monthly forums and podcasts
- Not let the perfect become an enemy of the good as we redesign the student experience

Thank you!

Daylene Meuschke, Ed.D. Associate Vice President, Institutional Research, Planning, Effectiveness and Student Experience Redesign (daylene.meuschke@canyons.edu)

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