District Technology Coordinating Committee
Chabot College Guided Pathways updates
Heather Oshiro, Counselor & GP Faculty Coordinator

March 8, 2024

Counseling Campaign & Emailing students
Background: During the slower season (Feb/March) we offer more appointments and fewer drop in, but when we enter registration cycle and demand soars for access to counselors, we offer more drop in and fewer appointments so that we can serve more students with their immediate needs and also support enrollment.

Counseling is embarking on a campaign to nudge students to make counseling appointments in the month of March prior to priority reg cycle coming up in April. On Tuesday (3/5) I sent out emails to approximately 2000 students who have an SEPA on file but no SEPC. I included all pathways except STEME (they already do this) and Undeclared (it is hard to create an SEPC with students who are undecided).

I was able to use CRM Advise to identify the students and get their emails, but had to use outlook to send out the emails which required me to send about 20 different emails in order to send them in batches of 100 or so. **Is there a better way to do this?**

CRM Advise only has the zonemail email address in the SEP dashboard so we are not sure how effective this will be, but this is all that we could do. **Can the student personal email can be added to the dashboard in Advise?**

Additionally, eSars has needed a good deal of updating to address lots of issues with counselors not pulling in, the texting component not working, our CA II (Christina Jethi) not having supervisor access, etc.

IT support is needed to ensure our systems are working properly and to allow us to make changes when needed, and this has been challenging.

Some items from last month that we would like to highlight again:
1) **Need:** As General Counseling is working on improving our service to students, Guided Pathways requires rethinking how students are served (i.e. how we book them in appointments and communicate effectively with them). Counseling and student services in general have significant IT support needs (SARS, Advise, equipment, etc).
2) Need: a system where we can text students right before they are called in case they need to leave for a bit (during peak times there can be 1-2 hour wait to see a counselor on drop in)

February 9, 2024- updates

The GP Student Listening session on December 8, 2023 was very impactful. Students shared how difficulties with accessing technology like Degree Works, ClassWeb, Canvas and the college webpage causes them to experience frustration and anxiety. They confirmed that Canvas is their preferred way of receiving information from the college because they are already in Canvas.

Learning & Career Pathways: Chabot has updated our pathways as follows:

Updated Pathways (pending approval)

Arts & Design
Architecture
Art
Art History
Film & Animation
Graphic Design
Interior Design
Liberal Arts: Art/Hum
Music Tech & Production
Music
Photography Theater Arts

Business, Economics & Information Technology
Accounting
Administrative Assistant
Business
Economics
Entrepreneurship
Information Technology
Project Management
Real Estate

Communication, Language & Media
Communication Studies
English
Journalism
Liberal Arts: Engl & Comm
Mass Communications
Radio & TV Broadcasting
Sign Language
World Languages

Health & Wellness
Dental Hygiene
Kinesiology
Bio Science: Health Science
Medical Assisting
Nursing
Nutrition
Physical Ed/Athletics
Public Health Science

Industrial Technology & Automotive
Advanced Manufacturing
Automotive Technology
Electronic Systems
Machine Tool Technology
Welding Technology

Public Safety
Administration of Justice
Fire Technology
Paralegal Studies

Social Sciences, Humanities & Education
Anthropology
Early Childhood
Education
Ethnic Studies
History
Human Services
Humanities
Political Science
Psychology
Philosophy
Religious Studies
Sociology
Women's Studies

Science, Technology, Engineering, Math & Environment
Astronomy
Biology
Chemistry
Computer Science
Engineering
Environmental Science
Environmental Studies
Geography
Geology
Mathematics
Physics

Needs/Next Steps:
- IT support to update SZVMJR in Banner & CCC Apply
- Webpage updates require META support, so we are waiting on them
- Updating our logos (working with Craig)

EBCAN Maps:
EBCAN maps are now visible on our L&C Pathways webpages. www.chabotcollege.edu/lcp

CRM Advise:
The User group (Jared Howard & Kristy Woods from LPC, Heather & Katie Messina Silva from Chabot, David Reed) has met once this semester and we are eager for reconfiguration of CRM Advise dashboards and reports that center on the pathways.

Questions:
- We would like to advocate for a timeline for when to expect phases/components of CRM Advise to roll out
- When will communications be turned on so that we can effectively communicate with students. Outlook has limitations that make emailing large numbers of students problematic.
- When will we discuss and decide on student success scores and how to create caseloads?

Pathway Counseling:

We have identified Feb 23rd to provide a PT Counselor training where we hope to provide time for PT counselors to connect to the faculty within the pathway. We are also hoping to create a digital "guide" so to speak:

- What do counselors need to know about the various programs within their pathway? (career & transfer info? "Insider" info about industry & program requirements, etc)
- What do faculty want to know? (i.e. how to help students who are locked out of canvas, degree works info, who to contact in student services related to student issues, etc)

General Counseling has added pathway/major to list of screening criteria for the front desk. We also need enhancements to eSARS for students who are using that link to schedule appointments to be able to see pathway counselors.

General Counseling has improved our lobby area to look more welcoming for students and to support how we serve them when they come into our space.

Monitor in the lobby so students on Drop In list can see where they are on the list.
- Need: a system where we can text students right before they are called in case they need to leave for a bit (during peak times there can be 1-2 hour wait to see a counselor on drop in)
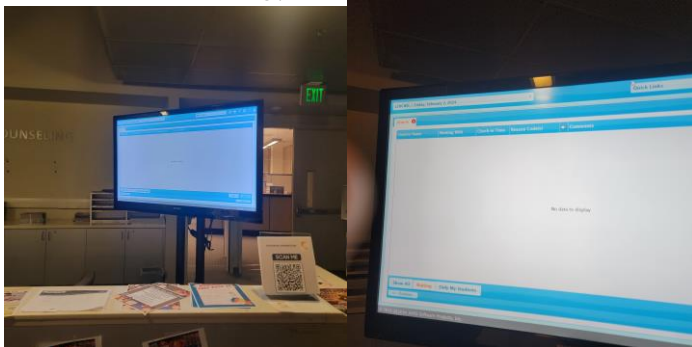
- **Need:** As General Counseling is working on improving our service to students, Guided Pathways requires rethinking how students are served (i.e. how we book them in appointments and communicate effectively with them). Counseling and student services in general have significant IT support needs (SARS, Advise, equipment, etc).

Student Success Teams:

All of our pathway SST's are either launched or in development for Fall 2024 launch. We are reimaging the onboarding process for new students through a pathway framework
- Onboarding efforts, including first semester planning sessions and SOAR Day, are being reimagined through a pathway lens. Focus areas include: online orientation, first semester planning, webpage design for onboarding steps, etc.
- We understand the CRM Recruit is on the way and we look forward to utilizing this tool.

Canvas Shells for each pathway: Our Pathway SST's are each developing a Canvas shell to host pathway specific information for students. This is important because students have shared that Canvas is the best way to reach them with information and updates. It is also beneficial because faculty already use Canvas and are comfortable using it as opposed to the webpage.

Misc Technology Questions & Updates:

1) **Need for Pathway Technology Coordinator position to be hired: is there an update on this position?**
2) DualEnroll.com is being implemented to improve the high school student application process.
3) **Alternatives for non-traditional students: when will the noncredit application be implemented to support alternative pathways for adult learners?**
4) Data sharing agreements- need to update these MOU's with our 5 feeder districts to include ability to share onboarding data with our school counseling partners. We understand that it is necessary to consult with IT before updating these MOU's.
5) HS dual enrolled students encounter problems when they apply to the college as a regular student (i.e. holds for concurrent enrollment) *Can this be automated so these students do not experience reg holds?* Currently we have no way to do this other than a manual reclassification of the student type.

December 5, 2023 -Updates

Learning & Career Pathways:
The GP team has engaged in extensive dialogue with discipline faculty and Deans regarding reshaping some of the pathways. We are also holding a Student Listening session (today, Dec 8th) to gather some feedback from students. Our goal is to solidify our pathways by end of Fall/early Spring so that we can move forward with marketing (branding, videos, etc.) as well as continuing to build our Student Success teams.

EBCAN Maps: These 11 maps have been authored in Program Mapper (PPM) and a plan has been created to show them on our pathways webpage by having a "Transfer to CSUEB" button underneath the map. (See below for a rough mockup.) CSUEB is also waiting on a support ticket that PPM is working on so that the CSUEB upper division maps can be linked.

BUSINESS

Programs	Degree Map	Transfer Degree Map	Certificate Map	Noncredit Map
Business	AS			
Business Administration			CA	
Business Administration 2.0		AS-T Transfer to CSUEB		
Marketing			CA	
Retailing			CP	

CRM Advise: Counselors Katie Messina and Heather Oshiro are part of the CRM User group for phase 1 and have met with David Reed to discuss data and reconfiguring the dashboards to be more usable in a pathway model. We have some questions about which students are being included into the SEP/Online Orientation/Assessment dashboards (i.e., are dual/concurrent enrollment students being included since they do not need the core services, and this may skew the counseling dashboard)
We have been in collaboration with Jared Howard and Joel Gagnon at LPC around what this configuration might look like.

Pathway Counseling: General Counseling has trained a new group of adjunct counseling faculty and will be assigning them along most of the other adjunct counselors to pathways based on their preferences so that our front desk staff can book students with a pathway-specific counselor whenever possible.

Technology Needs: As our pathway student success teams are moving forward, data and technology needs are emerging. Our teams strive to use data to assess where the greatest needs are and how to approach solutions. We are hopeful that the Pathways Technology Coordinator position can be hired to support our success teams to analyze data, implement technology and drive structural change to improve student success.

November 17, 2023-Updates

Learning & Career Pathways (www.chabotcollege.edu/lcp):

9 Pathways: (# of students as of 11/14 on CRM Advise)

- Arts & Design 1138
- Business, Economics & Information Technology 1999
- Health & Wellness 2192
- Industrial Technology 747
- Media & Communications 164
- Public Service 978
- Social Sciences, Humanities & Education 2383
- STEM 1720
- Undecided & Exploring 1665

Program Maps:

Nearly all Chabot degrees and certificates have program maps (created in META and displayed on Chabot's Learning and Career Pathways webpage). Discipline faculty have been asked to review their maps and provide edits to prepare for the upcoming onboarding cycle for new Summer/Fall 2024 admits. This summer, once curriculum changes for Fall 2024 are state approved, our program maps will be updated to reflect any program/course modifications, additions or deactivations.

Chabot's ZTC team, Curriculum Committee, and Guided Pathways Faculty Coordinator are discussing adding a ZTC (Zero Textbook Cost) notation to qualifying programs and courses. The ZTC committee will work with Chabot's webmaster to determine how to display the ZTC notation on the Learning and Career Pathways webpage.

EBCAN Maps - The following maps are being created (via Program Mapper) to show the pathway from Chabot to CSUEB in the following majors:

- Administration of Justice-Criminal Justice
- Biology
- Business Administration
- Communication Studies
- Computer Science
- Early Childhood Development- Liberal Studies (Teacher Prep) & Human Development

- Kinesiology-Kinesiology
- Psychology
- Public Health Science-Health Science
- Sociology

Once the maps are created and reviewed, they will be linked to the upper division maps by CSUEB and posted to our webpage. Guided Pathways Faculty Coordinator Heather Oshiro and Webmaster Wing Kam will work together with the EBCAN team on this.

Student Success Teams (SSTs):

SSTs are cross functional teams (counseling faculty, discipline faculty, administrators, classified professionals, student peer guides) that provide holistic support to students in the pathway. These teams have been meeting to discuss how they want to reach out to students by major, use peer guides to support students and build community within the pathway. Some teams are planning events, creating Canvas courses and outreaching to students.

As of Fall 2023, the following pathways have at least one dedicated counselor and faculty co-lead as well as additional faculty. SST members are visible on the pathway webpages, so students know whom to reach out to:

- Arts & Design
- Business, Econ & Info Tech
- Health & Wellness
- Social Sciences, Humanities & Education
- STEM

The remaining pathways still need a full-time dedicated counselor. General Counseling is short 2 FT counselors and is requesting 2 positions through faculty prioritization.

Chabot's Guided Pathways team held a student listening session last Spring. In that session, students shared how they wished they had known **sooner** about resources on campus to support their overall success. As we continue to develop our pathways for students, this "earlier" communication is key! We are holding another listening session this term where we are hoping to explore how to better serve students and specifically how to respond to the need for community building within our pathways.

CRM Advise:

The Guided Pathways Team is eager for this tool to gain full functionality. SST counselors hope to use this tool to identify and reach out to students who need support (e.g., on academic probation, have holds, do not have an SEPC, have over 60 units and haven't graduated, etc.).

We would like the user group to meet again soon to discuss:

- Configuring the dashboards in a more useful way
- Learning how to generate reports using advanced find
- Using the communications functionality to enable our SSTs to provide proactive counseling and advising to students as soon as possible
- Exploring how others beyond counselors and certain student services staff will be able to utilize the tool
- Exploring other CRM Advise functions (we know it is a powerful tool...what else can it do?)

We are hoping to be able to hire for the Pathways Technology Coordinator position to support the implementation of these new technologies in the SSTs.

Pathway Counseling:

General counselors are working together with our dean and classified professionals to determine how to implement pathway specific counseling utilizing our technology tools (e.g., SARS, Counseling Department webpage) and improving our screening processes.

Question: Are there other tools to explore that can allow students to more easily make appointments with their pathway counselor(s)?

We have piloted Career Coach (non-paid subscription) to expand career exploration. We would also like to reassess what other technology may be useful to build capacity for Work Based Learning.

CCC Apply:

Working together with District IT and Chabot Admissions office, we now have our pathways (i.e., major categories) on CCC Apply. In addition to our standard majors, each pathway also includes a pathway-specific "undecided" and pathway-specific "transfer" major.

Canvas:

Chabot has been using Canvas with our learning communities, special programs, FYE and the STEM pathway to share information and resources for students in those communities. The Guided Pathways team is working with Chabot's Canvas team to replicate the STEM pathways Canvas shell so it can be tailored to the other pathways with similar icons and language. The intent is to create a consistent experience for students regardless of pathway.

My Portal:

We are excited that My Portal is here and is being configured so that students will have a better experience. We have been working together across the colleges and with District for a seamless implementation.

To assist with the Spring 2024 onboarding cycle for new students coming in summer/fall 2024, we anticipate needing how-to documents, videos, screen shots, etc. to support first semester planning sessions, SOAR Day, etc. as well as to help continuing students migrate to My Portal.

CRM Recruit:

We are excited that this tool is coming and looking forward to learning more about how it connects to Advise and how we can use Recruit in concert with onboarding new students.