



Mesa Success Coaches

Report to Mesa President's Cabinet

April 18, 2023



The Pilot

- Prior to the start of the Fall Semester, we assembled a list of students meeting the following criteria:
 - First year
 - Mesa Student
 - No advanced degree (AA or higher)
 - Historically minoritized group (basically not White)
 - Educational Goal of AA or Transfer
 - Not a member of a group that is already receiving support (e.g. Puente, Umoja, Veterans, Athletes, Former Foster Youth, EOPS/STAR Trio)



The Pilot

- This resulted in a list of 127 students.
- Each student was randomly assigned to one of two groups resulting in:
 - 57 students in the Pilot Cohort
 - 70 students in the Control Group
- Students in the Pilot receive support from the Student Success Team
- Students in the control group do not
- This allows us to compare the results to see how the SST interventions impact students.



The Student Success Team

Faculty Lead: Ian Duckles (~2 hours per week)

Counselor: Gabriel Adona (16 hours per week)

Data Coach: Gina Abbiate (~2 hour per week)

Classified Professional: Pahua Vang (~2 hours per week)

Administrator: Leslie Shimazaki (~1 hour per week)

Peer Coaches

- Daniela Perez Padilla (Pathways Fellow)
- Jocelyn De Santiago (Pathways Fellow)
- Arleen Torres (Pathways Fellow)



Data Driven Intervention

- Data Coaches identified nine momentum points that are correlated with student success. The following data points are relevant to first-year students:
 1. Students whose registration appointment has passed but they have not yet registered
 2. Students enrolled in current term but not yet enrolled in next term
 3. Students enrolled in fewer than 15 units but at least 9 units
 4. Students in their first 2 terms who have not completed or are not enrolled in Transfer level math
 5. Students in their first 2 terms who have not completed or are not enrolled in Transfer level English
 6. Students who have not completed the FAFSA



Additional Data Points

- ▶ These data points apply for students who are further along their educational path:
 7. Students in Term 3 or 4 who have not completed a Comprehensive Ed Plan
 8. Students who have completed at least 60 units and have not petitioned to graduate
 9. Students with Transfer goal and at least 45 units



The Interventions: Fall 2022

- We emailed students a total of 9 times over the course of the semester, beginning during Flex week.
- Each email targeted one or more of the specific momentum points identified above and encouraged students to take action around these momentum points
- Prior to the add/drop period, these emails were tailored to each student with recommendation about courses to enroll in.
- We recorded 483 contacts with students including the initial contacts and follow-up emails



The Interventions: Spring 2023

- Moving into spring, we shifted to a monthly format where we check-in with students each month and let them know that we are available to them as a resource to help with their campus journey.
- These contacts are not data-driven.
- This shift was motivated by:
 1. Our experiences in the Fall.
 2. The transitions in the Office of Institutional Effectiveness that impacted our ability to access student data.
- Also, we ran into some data collection issues early in the semester, so we do not have an accurate count of contacts for Spring.



Formal Results

- So far, the results have been promising
- ~20% of students have responded directly to the emails being sent out.
- Data shows that our first two emails in Fall did result in increased enrollment in transfer level ENGL and MATH.
- Program is still early, so we need to collect additional data before drawing any firm conclusions.
- We certainly aren't hurting the students



Informal Results

- The most surprising aspect of this program for Team members was the follow-up questions we would get from students in response to our emails.
- In many cases, the students would respond with questions about their educational journey that had nothing to do with the issues raised in the initial email.
- There was a palpable sense that students had a variety of questions about their educational experience that they did not know how to answer and that they appreciated that someone associated with the college was reaching out to help them and be a resource for them.
- It is this aspect of the program that we want to use as the basis for our efforts to scale up in '23-'24.



Plan to Scale Up



- Based on conversations within our workgroup, during Spring 2022 we plan to scale-up the Student Success Teams using the model instituted at Santa Barbara City College (they call them “Guides”)
- Late Spring ‘23: Solicit all Mesa employees (Faculty, CP, Admin, NANCe) to serve as Success Coaches for new students at Mesa.
- Summer ‘23: Invite students to be matched with a Success Coach, so this would be an “opt-in” program.
 - Students targeted in such a way that we determine an initial target pool of students we most wanted to reach. The selection criteria could be guided by our equity plan or other criteria we decide upon.
 - Once we hear back from this first tranche and assign all interested students to a Success Coach, we would expand our selection criteria and invite a second batch of students .
 - This process would continue until each Success Coaches had 3-5 students assigned to them.



Plan to Scale Up

- Summer '23: All Success Coaches will be enrolled in a Canvas shell with resources and will undergo mandatory training (including Equity training), the exact details of which are TBD.
- '23-'24 AY: Each Success Coaches would be expected to contact students 1-2 times per month using that student's preferred method of communication and be available to respond to student questions and provide guidance and referrals.
 - Success Coaches would also be expected to meet with each other once per month.
 - Success Coaches will be given templates for their communications and would also receive specific topics or events that they can promote to students.
 - Success Coaches would likely spend ~3 hours per/month on this work.



Mesa Success Coaches Recruitment

- If you are interested in being a Mesa Success Coach or learning more about the program email Ian Duckles iduckles@sdccd.edu
- We will be holding three information sessions about the program:
 - Info Session I: Thursday, April 27, 3:00-3:45pm over Zoom
 - Info Session II: Monday, May 1, 12:00-12:45pm in person (there will be cookies!)
 - Info Session III: Tuesday, May 16, 10:00-10:45am over Zoom
- At these sessions we will provide details and the structure of the program and expectations for participants.