

# CRAFTON HILLS COLLEGE



## EMPOWERING STUDENT SUCCESS THROUGH THE IMPLEMENTATION OF COMPLETION TEAMS

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Mariana Macamay – Transfer Center Faculty Coordinator  
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Introductions & Reflection Exercise



# AGENDA

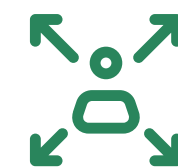
About Us & The Need For Change



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.
- 67% part-time.
- 65% qualify for the California Promise Grant.
- Located in San Bernardino County, Inland Empire (Region 9).



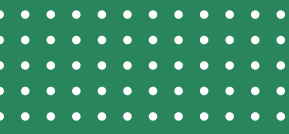
# THE NEED FOR CHANGE



- 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.**

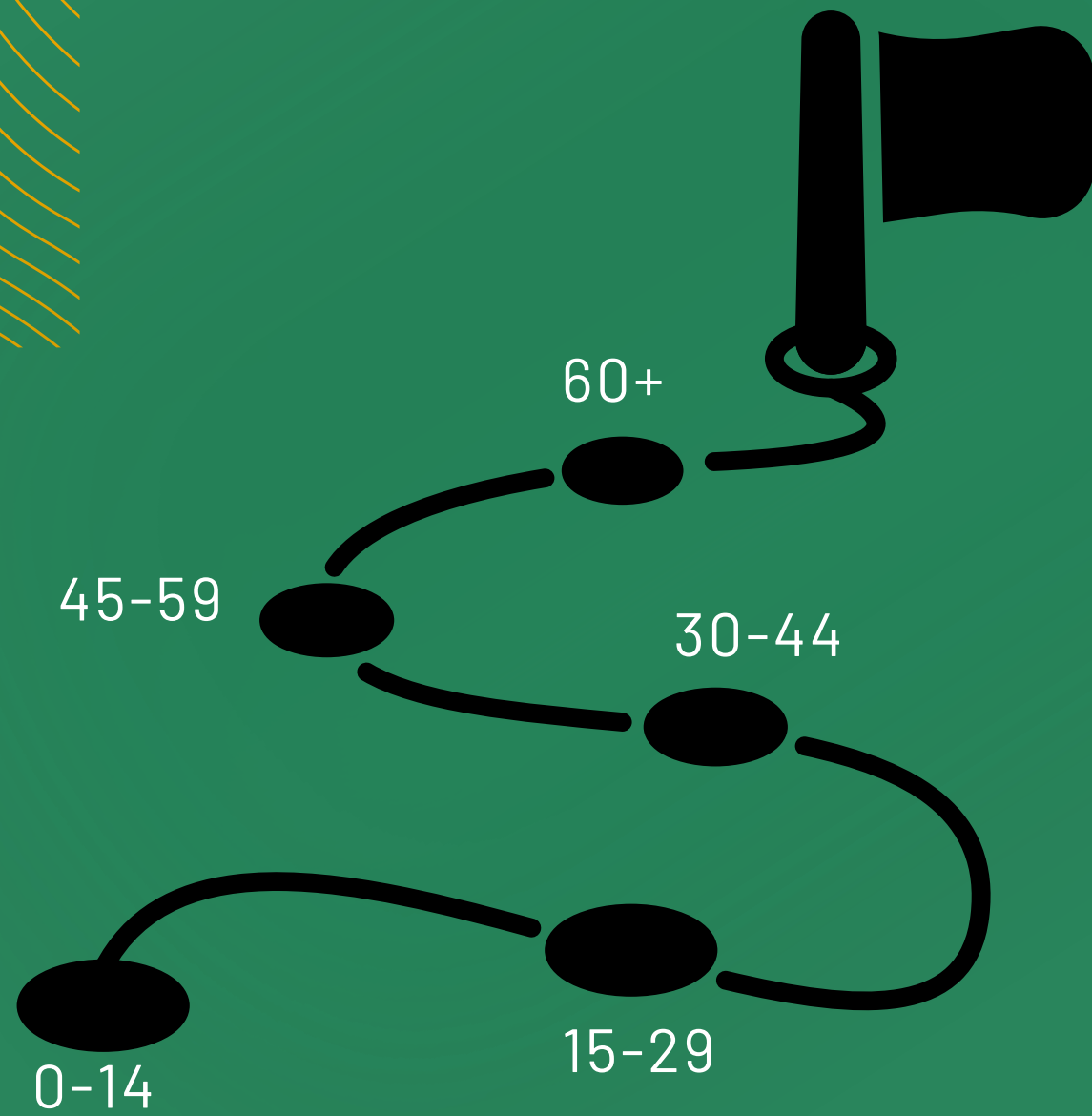
**-Dr Angela Davis**



# REIMAGINING GUIDED PATHWAYS

## Unit Milestones

## Counselors Advise Based On Unit Completion



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

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



# Completion Coaches



## Who They Are



**Zachary Cortz**  
CHC '2020  
UCR '2022



**Alexis Ford**  
CHC '2021  
CSUSB '2023



**Lauren Means**  
CHC '2022  
CSUSB '2024



**Lorenzo Ramirez**  
CHC '2023  
UCR '2024

## What They Do

- Address Early Alert Flags based on unit completion
- Registration assistance
- Applications for transfer workshops & Review
- Create & facilitate Lunch & Learns
- Facilitate the McFarlane campaigns
- Counseling Virtual Lobby/ "Help Forms"
- Assist students with Navigating Student Services
- Organize campus-wide events

Find out more about the team



# STARFISH REPORT

Search for Students

## MY STUDENTS

## TRACKING

- Flag
- Referral
- To-Do
- Kudos
- Success Plan
- Send Message
- Download

View: Custom | Connection: All My Students | Cohort: Crafton Students: 30-44 Units Completed | Additional Filters: Edit Filters

Item Name	Status	Created Date	Due To	Due
In Danger of Failing Context: American Sign Language II (C-ASL-102-70-2024SP)	Active	02-26-2024 by Zein, Butch		
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-KINF-112A-15-2023SM): Average above 0% and below 70%.	Active	06-13-2023 by System		

**Cohort**

Crafton Students: 15-29 Units Completed; Crafton Students: 30-44 Units Completed

Filter:

- Crafton Self-Reported Vets/Dependents
- Crafton Students (Current Term)
- Crafton Students Certified for Veterans Benefits (CVETS)
- Crafton Students: 0-14 Units Completed
- Crafton Students: 15-29 Units Completed
- Crafton Students: 30-44 Units Completed
- Crafton Students: 45-59 Units Completed
- Crafton Students: 60+ Units Completed

**San Bernardino Valley College**

- Prospective Students
- SBVC Actively Enrolled Females
- SBVC Actively Enrolled Males



# COMPLETION TEAM MODEL

## Counseling Services

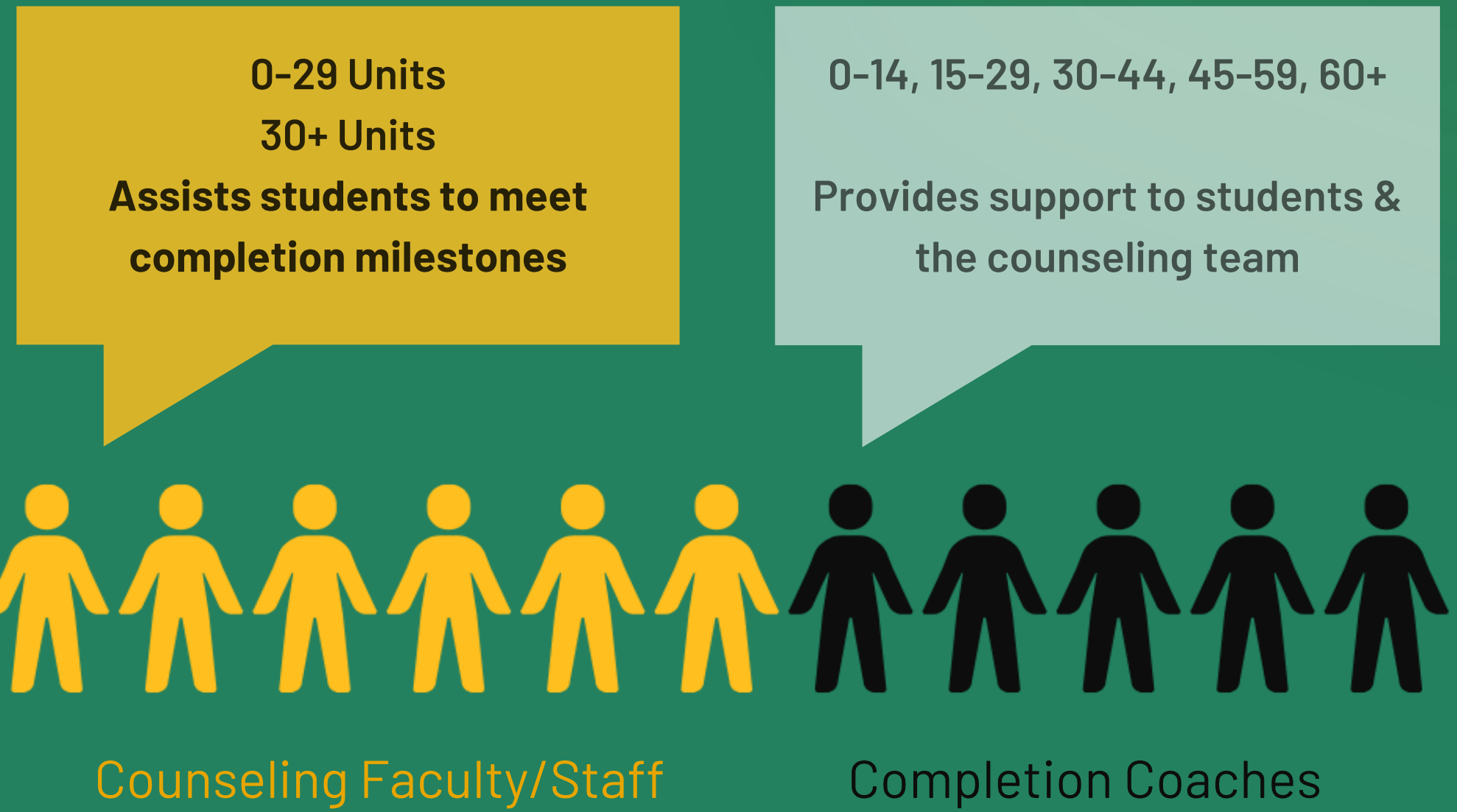
- Career & transfer
- Counselors regularly trained
- Generalist vs unit milestone expert
- Key role of Classified team

## Completion Coaches

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

**Student Success,  
Retention & Completion**

# COMPLETION TEAM MODEL



Unit completion is the measurement of student success, or lack of.

# GOALS

## 0-29 McFarlane Report

- Increase number of comprehensive SEPs to 85%
- Decrease 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

## Counseling Efficiency

Decrease number of open counseling slots

Stabilize highs and lows in counseling need

Enhances the counselor role and value to student

From reactive to proactive counseling

## Meet Students Where They Are

Humanizing & validating the student experience

Students need different guidance based on units

Encourages the most vulnerable students

It demonstrates care and concern for their success

## Career & Transfer

Collaboration w/ general counseling vs silos

Enhances the student counseling experience

Focus on workshops, programing, while supporting and training counselors

# TIMELINE



August 2021

January 2022:  
Began  
Counseling  
Dept buy-in

December 2022:  
Starfish unit  
completion  
established

August 2023: SARS  
Unit load established  
& Counselor trainings

December 2021:  
Consultation with  
Administration/key  
stakeholders

September 2022:  
Completion Coaches  
hired

July 2023:  
McFarlane Report  
established

Spring 2024:  
NCM fully  
implemented



# THE IMPACT

30-45 Early Alert Flags addressed daily

3 Unit Milestone Celebrations

1,434 Student contacts by Completion Coaches

17 Lunch & Learn Events

1,835 Increased contacts by Counseling Faculty\*

45% Increase of student contacts for the Cal State and UC application workshops

44% Increase in Counselor approved Ed Plans \*

1 In Region IX for transfer admit rate to UC (77.61%)

\*Fall 2022 to Fall 2023 Comparison

# PARTNERSHIPS



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



# KEY TAKE AWAYS



Encouragement for  
Action and Change

The Transformative  
Power of the  
Completion Team  
Model

Customize to your  
own culture and  
need



# IMPLEMENTING THE MODEL & REFLECTION

Culture eats strategy for breakfast.  
-Peter Druker



? Where are students getting stuck?

? What are the technology needs?

? Who are the key players?

? How will you collect data?

# CONTACT US

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