

CRAFTON HILLS COLLEGE



EMPOWERING STUDENT SUCCESS THROUGH THE IMPLEMENTATION OF COMPLETION TEAMS

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Mariana Macamay – Transfer Center Faculty Coordinator
James Grabow – Counseling Department Co-Chair

Introductions & Reflection Exercise



AGENDA

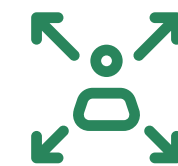
About Us & The Need For Change



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).



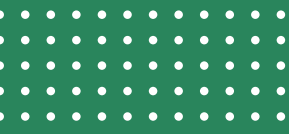
THE NEED FOR CHANGE



- 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.

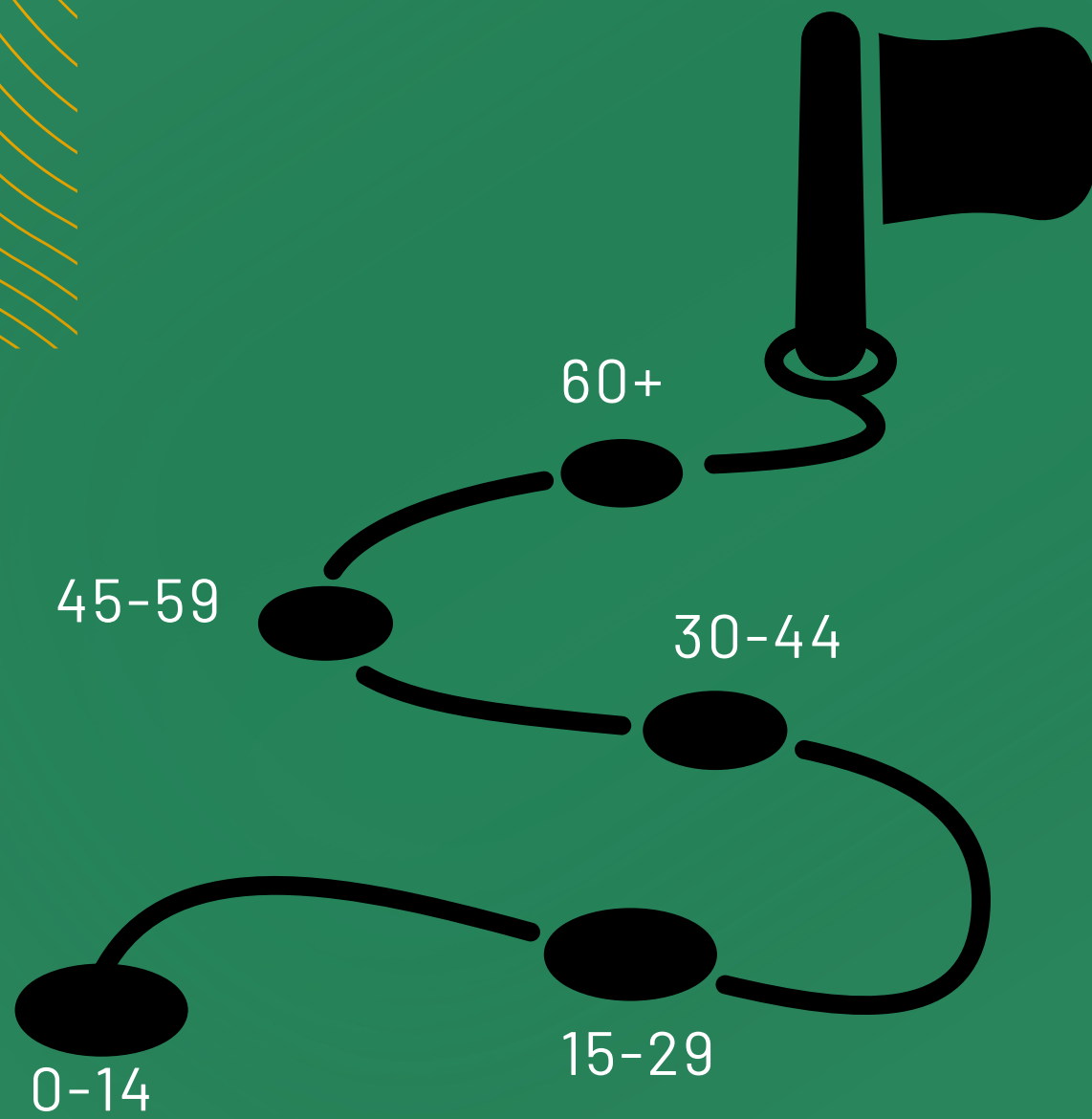
-Dr Angela Davis



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: Connection: Cohort: Additional Filters:

Item Name	Status	Created Date
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

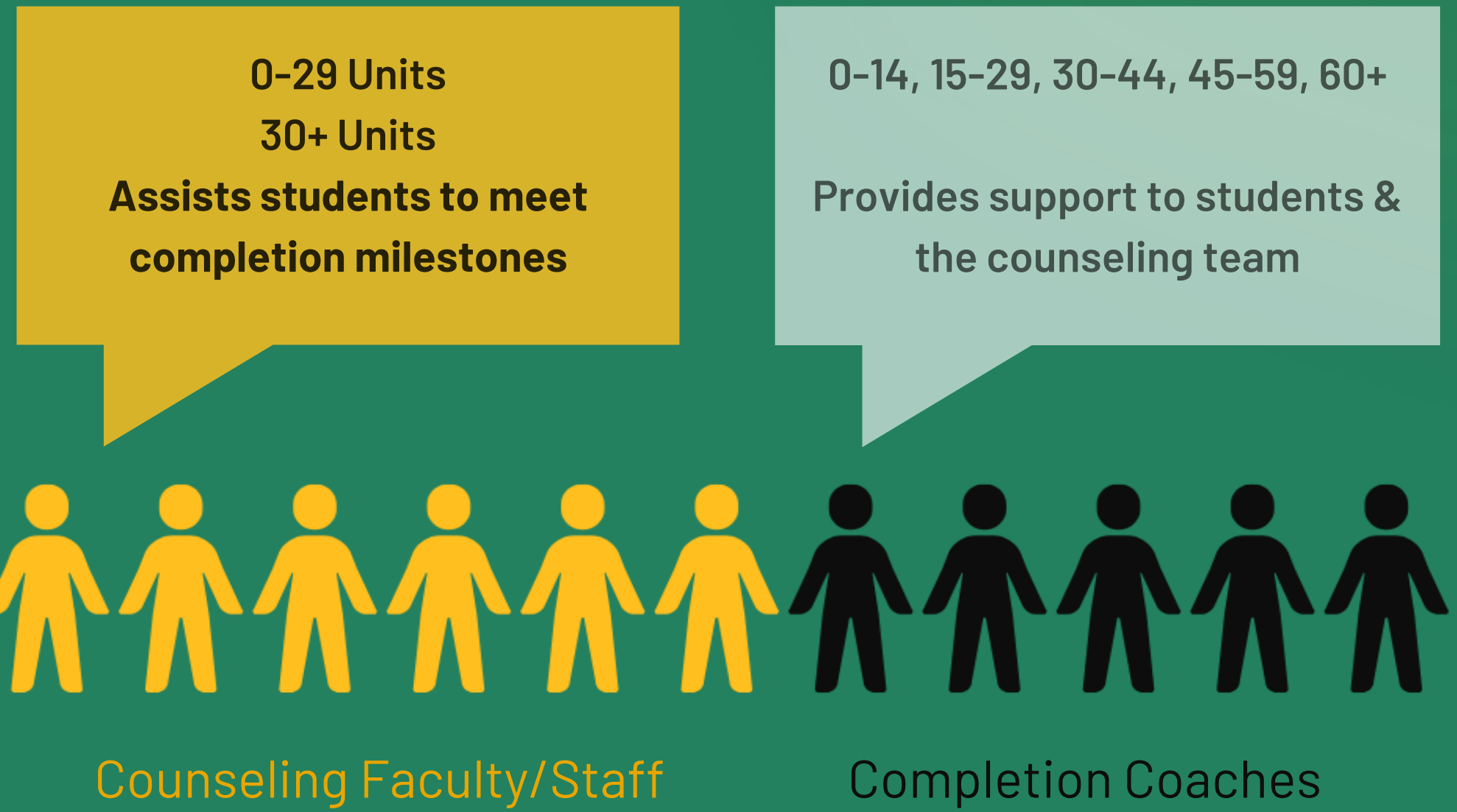
- Career & transfer
- Counselors regularly trained
- Generalist vs unit milestone expert
- Key role of Classified team

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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