The Connections Center Development Process for the 2014 – 2015 Academic Year

Connections Center Staff Training
8/2014
Process Overview

- Objectives of The Connections Center
- Staff
- Daily Procedures
- Registration & New Student Process
- Retention Alert Process
- Career Advising Process
- Center’s Progress
- Year 5 Goals
- Triage- Asking the Right Questions
- Helping & Helping that does not help
The Connections Center Objectives

• To continue to be a place where first-time-in-college (FTIC) Hispanic students connect in a bilingual setting to:
  • College, college life & process
  • Staff
  • Other students
  • Academic Resources
¡Conéctate! Center Staff

Project Manager
- oversee day-to-day implementation of all activity components and supervise project staff.

Connections Center Developer
- lead development and piloting of the Connections Center
- lead design of new assessment/advising strategies, career planning, and an Early Alert system
- train both full-time advisors and selected faculty advisors in the use of these tools to support student success.

EAP Advisor
- Meet with students
- Provide basic information about the college process
- Assessing, Advising & Planning with students
Continued EAP Advisor Procedures

- Meet with students for assessment, advising, academic & career planning, provision of resources
- Enter students in Who’s Next (at start & end of their visit)
- Stay up-to-date with materials, additions, issues within center
- Enter notes of actions with students in to Who’s Next, WebAdvisor or Colleague (as needed)
- Attend monthly meetings
Registration & New Student Process

- Ask questions to Assess where the student is within the process
- Provide information on 6 steps to become a student
- Provide materials & website information to support this
- Provide community information as needed
- Provide information on the options for placement testing
- Provide information on the EAP Program
- Make comments on student record software as required
- Provide Test referrals
- Refer to Student Service departments & Faculty as needed
Retention Alert Process

Student case is opened once a student is identified & Referred to Retention Alert

Student’s Case is received at The Connections Center (DLRC 105)

Within 24 hours, the Student Case is assigned to Connections Center Staff

Notes of meeting, referrals & resources provided to the student are entered on Webadvisor.

Student attends appointment and receives resources, referrals and follow-up tasks (as needed).

Reassign (add) case to include appropriate departments for follow-up advising.

Each department adds notes to case as they interact with students

Student is contacted and an appointment is made for an in-depth Advising session with Connections Center Staff.

These steps are repeated as needed until Case meets closure criteria and is closed by Connections Center Staff.
Career Advising Process

Student is referred by advisor, student services, faculty, or self-refers

Within 24 hours of completing the assessment, the student’s MAPP report is received at the Connections Center

Student receives instructions and a code to complete a free MAPP assessment from Connections Center Staff

Student is contacted and an appointment is made for an in-depth Advising session with Connections Center Staff.

Student attends appointment and receives resources, referrals and follow-up tasks (as needed).
Collaboration with other departments & student-to-student referrals continue to bring more students and this number is expected to continue in steady growth.

The Center’s progress will depend on adapting to this growth, meeting the needs of students & providing resources that adapt to these needs.
• **Year 5 Goals include:**
  - By May 2015, at least 50% of the first-time-in-college Hispanic students will have received services through the Connections Center, as documented by student sign-ins.
  - By Sept. 2015, at least 1,700 Hispanic students (unduplicated headcount) will have used services provided through the Connections Center.

These goals will be reached by working together on the following tasks:

- Hosting workshops for students
- Continuing to provide Retention Alert services, (referring & meeting with students)
- Continued MAPP assessments
- Meeting with Prospect students & new students
- Helping current students through registration, drop/add, other difficulties
- Referring students to other school services
- Continuing interactions with other departments to grow the Connections Center
- Continue development of resources available for ¡Conéctate! Advisors & students
- Planning for Institutionalization
- End of Grant preparation, gathering final data and reporting
Continued Triage- Asking the Right Questions

- Students who come to the center often don’t know how to ask for what they need. We can ask several questions to help us assess for needs:
  - Where are you in the application process?
  - Where do you hope to be in the next semester/ or after EAP completion?
  - What is your prior study and work experience?
  - Who else have you spoken to about this?
  - Does this answer your question?

- Students usually have questions that have to do with:
  - Enrollment, Financial Aid, Password & online help
  - Elective classes in EAP levels 5 & 6, other available options
Continue Helping, Assisting & Empowering Students

• Teaching students how to do things and stepping away to allow them to follow instruction for themselves. This shows you have confidence they can do what they are being asked to do.

• Encouraging students to work on applications on their own after you explain it to them and to call you back if they need clarification (often times when we stand there, students do not read).

• Encouraging students to write steps down:
  • “Speak with ___; FAFSA Pin is _____; Security Question is ___; etc”

• Remind students of past conversations and ask them to always bring materials from last meeting, checklists, something to write with, etc

• Have students repeat what they understood.

• Welcome students to return for assistance after they attempt following instructions you previously provided
Questions/ Notes