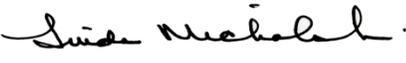




The Board of Governors of the California Community Colleges

PRESENTED TO THE BOARD OF GOVERNORS
DATE: July 7-8, 2014

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| SUBJECT: Student Support (Re)defined: Six Factors that Matter to Student Success | | Item Number: 4.5 | |
| | | Attachment: No | |
| CATEGORY: | Student Services and Special Programs | TYPE OF BOARD CONSIDERATION: | |
| Recommended By: |  Linda Michalowski, Vice Chancellor | Consent/Routine | |
| | | First Reading | |
| Approved for Consideration: |  Brice W. Harris, Chancellor | Action | |
| | | Information | X |

ISSUE: Beginning in 2011, the Research and Planning Group for California Community Colleges (RP Group) launched a three-year study designed to generate new information on student support from the students’ perspective and engage educational stakeholders in a discussion of how to use the findings in their efforts to increase completion. RP Group Project Director Dr. Darla Cooper, will present to the Board the study findings and explain how the RP Group has made the results accessible to colleges with publication of a practical action guide. The guide features 23 programs in the California Community Colleges that address the six success factors identified in the study.

BACKGROUND: The nationwide push to increase community college completion and California’s own Student Success Act, has many practitioners seeking the most effective ways to help students achieve their educational goals. Student Support (Re)defined aimed to understand how community colleges can feasibly deliver support both inside and outside the classroom to improve success for all students.

Through this multi-year examination of student support, the RP Group:

- Highlighted students' perspectives on what they find supportive of their success, underscoring what African-American, Latino and first-generation students cited as important to their achievement
- Documented specific community college efforts designed to make changes that reach more students with the integrated support they say they need to succeed, inside and outside the classroom

- Facilitated dialog and action planning at both the institution and system levels based on research findings
- Underscored the critical role student support plays in the completion of certificates, degrees and transfer

This study included three phases:

- Phase 1 (2011-12): Connected with nearly 900 students at 13 California community colleges that demonstrated higher rates of completion for high concentrations of Latino and/or African-American students and represented the geographic and size diversity of the state’s system; explored what factors were most important to their success, paying special attention to what African Americans and Latinos cited as critical to their achievement
- Phase 2 (2012-13): Engaged practitioners in assessing their own colleges’ approach to support based on what students say they need to succeed and identifying opportunities for related institutional change
- Phase 3 (2013-14): Highlighted practices that illustrate how colleges might fundamentally rethink what support means and how it is delivered in alignment with Year 1 findings; promoted dialog and action at both the college and system levels about approaches that strategically improve student support and increase completion, particularly for historically underrepresented groups

This study resulted in:

- Development of a “six success factor” framework, designed to strengthen the delivery of student support inside and outside the community college classroom
- Development of five key themes or considerations that emerged from the research, designed to guide institutional redesign focused on advancing student achievement
- Collection of models, resources, and student and practitioner stories about student support, communicated in a way that provided colleges with actionable ideas
- Engagement of community college professionals and students in conversations that connected the six success factors and five key themes to their own experience and practice, resulting in student support being perceived as necessary and integral to colleges
- Development of action plans and recommendations regarding ways to implement effective student support at both the college level

The RP Group’s work on cost effective student support for underrepresented minority groups was supported by a three-year grant from The Kresge Foundation.