



**College of the Canyons**  
**Institutional Effectiveness and Inclusive Excellence (IE)<sup>2</sup>**  
**Steering Committee - Meeting Minutes**  
**September 12, 2023 3:00-5:00pm**

**1. Welcome**

- Meeting theme: How Our Campus Culture Supports Team Success

**2. Commitment to Effective Committee Operations**

- Sub-committee of the College Planning Team working in partnership with constituencies across campus to ensure commitment to improving the student experience.
- Hold working meetings open to faculty, staff and students interested in supporting student progress and success during the fall and spring semesters.
- (IE)<sup>2</sup> Committee is 8 years old, established on Spring 2015, held the first meeting in Fall 2015
- Canyons Completes Design Team have representation from all areas on campus- faculty, classified professionals, staff, Guided Pathways liaisons and administrators.
- COC's Guiding Principles for Redesigning the Student Experience. Students are navigating the responsibilities of work, school, and both family and social commitments. It is paramount that we adopt practices that reduce barriers and seamlessly incorporate support services to keep students on their path. We must...
  - Design a valuable, supportive and welcoming environment throughout the student experience at every step of their journey at College of the Canyons
  - Cultivate a student-centered mindset through the college
  - Structurally support students to address the broader life challenges that affect their ability to focus on and complete their educational goals
  - Engage all faculty and staff in the Guided Pathways work through a variety of mediums, including monthly forums and podcasts
  - Not let the perfect become an enemy of the good as we redesign the student experience
- The vision for the redesigned student experience
  - We want all degree, transfer and certificate seeking students to have a dedicated student success team
  - We want students to feel welcomed and to be able to make positive and personalized connections with all college employees
  - We want to create a student-centered and holistic experience that includes reorganizing faculty, services and programs
  - We want students' onboarding and advising experiences to connect to our Canyons Completes (Guided Pathways) framework
  - We want students to have a personalized, long-term connection to their success team
  - We want to purposefully identify essential experiences for all students coupled with individualized support based on student needs



**College of the Canyons**  
**Institutional Effectiveness and Inclusive Excellence (IE)<sup>2</sup>**  
**Steering Committee - Meeting Minutes**  
**September 12, 2023 3:00-5:00pm**

**Canyons Completes Action Plan Projects 2021/22-2023/24**

- Call to Action
- Intercultural Center
- Student Alliances
- Program Mapper
- Racial Equity for Adult Credentials in Higher Education (REACH)
- Folio Thinking (powered by PebblePad)
- Integrative and Project-Based Learning
- Student Support Engagement: Canyons Cares
- Ujima Scholars (Black Student Success Team)
- Canyons Connects

Logos included: ASG (College of the Canyons Student Government), Canyons Cares, Intercultural Center at College of the Canyons, PebblePad, Program Mapper (Chart your path from start to completion with this helpful new tool.), and Ujima Scholars (Engage. Connect. Succeed.).

**3. Holistically Supporting Students – What’s our culture on the continuum of encouraging student autonomy vs providing high support?**

- **Background:** Call from the CCCCO for colleges to shift from the “Right to Fail” to “Right to Succeed” mindset (locally reframing as "continuum of encouraging student autonomy vs providing high support")
- **(IE)<sup>2</sup> Committee Next Steps Before Operationalizing What This means for COC:**
  - Take inventory of the internal/external tools we are currently using to support students, including efforts to address equity.
  - Acknowledge these efforts in breakout rooms today.
  - Transition in breakout rooms to discuss how members perceive the campus culture along the continuum of encouraging student autonomy vs providing high support.

Breakout Room Prompts:

1.) How are you, or your department/program, supporting students? Thinking about the RP Group’s Student Support (Re)Defined study, how does this align with the Six Success Factors?

- EOPS perspective:
  - Equity based counseling program for underrepresented/first-gen
  - “Directed” is particularly relevant with “**above and beyond**” counseling supports, education about what earning degree/cert means, breaking down to basic components and “**self-authorship**” about what students are going to accomplish at COC
    - Academic, career, personal components of educational goals
    - Mandated contact requirements
    - Guidance on curriculum, GE, major prep



**College of the Canyons**  
**Institutional Effectiveness and Inclusive Excellence (IE)<sup>2</sup>**  
**Steering Committee - Meeting Minutes**  
**September 12, 2023 3:00-5:00pm**

- Program is an “**all hands-on deck success team**” in combination with TLC, MESA, other services
  - Helps provide both resources and know-how
- “Focused” includes check-ins and nurturing through assessment of progress
  - Building classroom presence, even if online/LIVE, instructor relationship
- “Engagement” efforts to build solid, recognized identity in classroom
  - Communication of needs to instructors
  - Address housing/food insecurities, referrals to BaNC
  - COUNS instruction and “**praise for milestones**” (reaching out to instructor, passing class, etc. – **building self-efficacy and normalizing successful student experience**)
- Success is not linear but helping students with ups/downs and perseverance
- Includes recognition of the world of work and student identity
  - “**whole student**” support
  - Unique stories of students and building upon/celebrating and grafting tools to help address circumstances in the future
- Importance of “**Connected**” term and its enduring relevance, connection to college approach
- Embedded in instruments such as CSSSE, RP, Student Surveys
- Campus and program connectivity matter, CCC lens
- Builds on other nurtured success-supporting behaviors
- Make use of student tab in Canyons Connects, reaching out to students
- Part of nurturing
- Received some **helpful student feedback from nudges**, such as on missing assignment. Clicked names in Canyons Connects versus email to all. Helped one student to learn that the book was available for download...as they were waiting to buy at the bookstore. Found it was helpful!
- Integrative learning and all-the-things, including CCCCO initiatives
- Focus on **work-based learning as a continuum** ranging from basics of understanding employment, to PBL, internships, employment.
- Addressing the need for students to **understand the world of work and how it is rapidly changing** based on emergent technology and post-pandemic economy
- Going through dLab Stanford design-thinking materials related to “**designing your life**,” which is being implemented at partners like Johns Hopkins “Imagining Your Life Center.” Identify your purpose and how does a career help you to achieve that purpose.
- Scaffold to make decisions on best decisions, such as whether a degree or cert is personally better
- Noted that new world of work will no longer be “one and done”
  - Rate of knowledge, work, tech change has changed this forever
  - Note that you are making an ed plan for the job of today but recognize that you will be coming back and adopting the mindset of “continuous learning” and “upskilling” to stay current in the job market



**College of the Canyons**  
**Institutional Effectiveness and Inclusive Excellence (IE)<sup>2</sup>**  
**Steering Committee - Meeting Minutes**  
**September 12, 2023 3:00-5:00pm**

- Integration of education and workforce with students that have developed “**essential**” (**not soft**) skills that include developing a degree of comfort even in the midst of uncertainty.
- Barrier to younger students coming out of COVID isolation, anxiety
- 4 Cs - Critical thinking, creative thinking, communicating effectively (incl. in email), and collaborating
- Clarifying the **value-proposition of higher education** and mastery of essential skills
- Opt-out versus opt-in direction, structure, scaffold
- Students are really terrified, and they don't know what faculty expectations are. They're having a hard time with time management and a lot of them work on weekends
- Pep talks really connecting campus resources
- Faculty members felt like they're kind of like half counselor, mentor and teacher
- Some of the other things that they did well was setting reminders in canvas, really making sure that students are aware of those resources if they need them
- there's been a lot of engagement happening through their alliances campus events. Some examples coming up are with Hispanic heritage month and Dolores Huerta, who's going to be so that's some of the celebratory events. Where a lot of the student voices are on those committees and making sure those things happen.
- A lot of research from other universities has shown that first gen really is less likely to engage in help-seeking behaviors. But if the person that's providing the help talks about their identities and that sort of thing, and really kind of gets that connection on someone they can relate to
- From the Employment Center, the key essential of preparing for the workforce is resume support, career fairs and using those tools for employment
- Students today face unique challenges and require more comprehensive support systems, particularly if they aim to transition to higher educational institutions like UCs or CSUs
- Necessity for robust wrap-around services to supplement accelerated coursework
- Balancing Individual Responsibility and Institutional Support
- There has been a significant shift from emphasizing individual responsibility to providing increased institutional support. One team member stressed the importance of finding a balanced approach, cautioning that excessive support could hinder students' ability to function as independent adults in society
- The "Right to Succeed" mindset is integral to the Guided Pathways model, which encompasses thoughtful course selection and cultural relevance. They noted the underutilization of Early Alert Systems as an area for improvement
- Canyon Country Campus' Unique Offerings
  - The campus was intentionally designed to offer a distinct academic experience from our Valencia campus, including a greater focus on accelerated courses
  - Classified Staff may not fully recognize the unique academic intent of the Canyon Country campus, viewing it merely as a different location or a smaller Valencia campus



**College of the Canyons**  
**Institutional Effectiveness and Inclusive Excellence (IE)<sup>2</sup>**  
**Steering Committee - Meeting Minutes**  
**September 12, 2023 3:00-5:00pm**

- Instruction: offers classes in a variety of modalities and sessions
- Rising Scholars: helps students understand the supports provided to them
- Ujima Scholars/101 & Noncredit cohort/Math Noncredit: high touch, high support
- MESA Program: Engages and nurtures students; offers high support
- Athletic Counseling—If a kid needs help, they’re going to get help. They try to hit all 6 success factors to support student achievement
- Clubs and Alliances; Intercultural Center—help to support students’ needs
- Extra-curricular activities offered to students across disciplines and —inter-developmental collaboration
- Counseling: helping students clarify their goals, pathways, and outcomes
- Guiding Question: How do we find a middle ground for being helpful without too much hand holding?
  - Students who are part of a special population that has wrap around support are more successful, but what about others? Those students will often go to their instructor or an office for help, but if they are turned away, we may lose them. Even if students have come through the wrong door, we need to make them feel like they’ve come to the right door.
  - Suggestions:
    - Physically relocating resources to be closer together or floating resources from different offices to help students get what they need more efficiently.
    - Student success coaches/teams; we need more counselors to build these relationships.
    - Offer more opportunities for connection like Welcome Week throughout the semester to remind students of the services we have. This will help develop long-term, sustainable relationships throughout their journeys.
    - Ask students to identify people who were helpful on their journey to graduation, and then send them a note of recognition at the end of the semester (admin).
    - We ask students to go talk to a stranger to get the support they need, which is intimidating. Consider how to make this process easier.

2.) How are you, or your department/program, supporting students? Thinking about the RP Group’s Student Support (Re)Defined study, how does this align with the Six Success Factors?

- Teaches and uses real life examples to help reinforce essential skills
- Build/enhance upon the aforementioned items
- Emphasize new educational environment, career integration expectations, success in life
- Imagining Your Life Center (John’s Hopkins)
- Additional “nudge” practices that are helpful
- Additional integrative strategies for all-hands-on-deck success teams



**College of the Canyons**  
**Institutional Effectiveness and Inclusive Excellence (IE)<sup>2</sup>**  
**Steering Committee - Meeting Minutes**  
**September 12, 2023 3:00-5:00pm**

- Look at work-based learning as a continuum and further embed in PBL, other options
- The Role of Guided Pathways
  - The "Right to Succeed" mindset is integral to the Guided Pathways model, which encompasses thoughtful course selection and cultural relevance. They noted the underutilization of Early Alert Systems as an area for improvement
- Canyon Country Campus' Unique Offerings
  - The campus was intentionally designed to offer a distinct academic experience from our Valencia campus, including a greater focus on accelerated courses
  - Classified Staff may not fully recognize the unique academic intent of the Canyon Country campus, viewing it merely as a different location or a smaller Valencia campus
- Coordinated Educational Experience
  - To prevent a fragmented educational journey, it's essential to offer well-structured course packages that guide students through an accelerated program from start to finish. Offering 8-week courses in only select subjects is insufficient
- The discussion emphasized the need for a nuanced approach to student support, balancing both individual responsibility and institutional backing. The group agreed on the importance of optimizing existing tools like Early Alert systems and adopting a long-term vision for unique campus offerings. The overarching theme is a calibrated shift towards a "Right to Succeed" mindset, without compromising students' autonomy for personal growth. Coordinated efforts across various departments and services are imperative. If accelerated courses gain more traction than traditional ones, it may be worth considering an expansion of such offerings at the Valencia campus as well.
- Being mindful on scheduling events, especially at the beginning of school year.
- Comprehensive campus resource guide where any student can have it and has everything they need instead of searching online
- In terms of faculty lens, visit one classroom per semester and allowing the students to connect with their campus resources based on the actual person versus sending the link or website

**4. Wrap Up and Announcements**

- a. Carnegie Elective Classification for Leadership for Public Purpose Interviews (Patty Robinson)
- Carnegie has a new application that they have just launched this year. It is called the classification for leadership for public purpose. We are in the process of collecting information. We're going to start the writing process very soon. What



**College of the Canyons**  
**Institutional Effectiveness and Inclusive Excellence (IE)<sup>2</sup>**  
**Steering Committee - Meeting Minutes**  
**September 12, 2023 3:00-5:00pm**

exactly are we talking about with this concept of leadership? Leadership for public purpose goes beyond the kind of leadership training that we might think that we would be doing for to increase our position as far as our job position, or to get the training to increase our salaries. With regard to our students, our faculty, our staff, our administrators, that actually looks at the pursuit of collective efforts for the public good. This emphasizes justice, equity, diversity, and liberty.

- These are the kinds of things that we are doing on this campus, and many of our different venues throughout the institution to try and create good citizens.
- What I am doing right now, based on the over 55 interviews that I collected at the beginning of the year for our other classification application. I'm actually reaching out to individuals, I am going to be sending you a question, and what I hope you'll be able to do is to provide me with some bullet points that you will be able to take something from your program review that maybe there's something that you've written in a narrative or a grant proposal that you can actually pull out of and put that into an email to send forward to me.

b. Associated Student Government

- Working on legacy Project X. Open up a suggestion box in the ASG office
- Extend Banc hours
- Provide students with better directions so they are not lost and late for classes

c. Campus Life & Student Engagement

- Homecoming will be celebrated Saturday, Sept. 30, 2023
- We just launched a new canvas shell specifically tailored for classified staff. great resource guide that's more tailored for classified stuff, maybe things that they didn't know about break rooms and different food vendors on campus

d. Intercultural Center

- Cafecito con Conchas. Conversation, sweet treats and coffees. Monday, Sept. 18 10:30 to 11:30 a.m., Intercultural Center
- Dolores Huerta will speak at the College of the Canyons Intercultural Center Tuesday, Sept. 19, in honor of Hispanic Heritage Month and Labor Day

e. Equity-Minded Practitioners

- Next meeting is on Sept 26, 3pm

f. Canyons Cares

- One of the initiatives that we're starting to plan for is a friendship bench that we want to have on both campuses and have a QR code that links to our students finding friends through our alliances, clubs and other student organizations
- Planning a presentation on credit, scores and making large purchases.

g. Financial Aid

- The Federal government is actually revising the financial aid application. They're essentially cutting the number of questions on the application in half from like 50 down to around 20



**College of the Canyons**  
**Institutional Effectiveness and Inclusive Excellence (IE)<sup>2</sup>**  
**Steering Committee - Meeting Minutes**  
**September 12, 2023 3:00-5:00pm**

- h. Support Programs: EOPS/CARE, URC, Rising Scholars, NextUp
  - URC has moved to the ICC and no longer fall under the Empowerment Programs
  - The Empowerment Programs and the BaNC are partnering to host a Money Talks Series in partnership with Wescom
  - Upcoming workshop dates:
    - October 4, 2023 ~ Budgeting
    - November 2, 2023 ~ How to reduce spending
  - CalWORKs is seeing an increase of student participants at COC (refugee students enrolling in Non-Credit courses)
  - EOPS application recently closed and will reopen for Spring in November
- i. Other Announcements
  - Transfer Day is on Monday, Sept 18th, 10am – 1pm

**Next Meeting:** October 10, 2023 (3-5pm)