



Student Success Coaching Program First Quarter Progress

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Student Retention & Success**

Our VIP Students



440 First Generation
Students (FR)

Not connected to other
transition programs

78% URM

60% LCFF+ HS

Program Elements



1:1 Coaching
Appointments

Proactive Outreach
and Follow up

Group Coaching
Workshops

Coaching Appointment: Tiers of Service

Drop In

Purpose: Quick Follow Up/Triage

Length: 20 minutes, offered 3 hours per week

Student: "I just needed some quick advice on...."

Coaching Consult

Purpose: Concierge/Triage/Rapport Building/Intake

Length: 30 minutes

Student: "I got your message and just wanted to see what this was about."

Goal Setting/ Resource Sharing

Purpose: Establishing goals and finalizing success plan

Length: 45 minutes

Student: "I am not really sure what next steps I need to take to get where I want to be in life."

Skill Development

Purpose: Equipping students with transitional and transformative skills

Length: 60 minutes

Student: "I've been really struggling with how to balance all of these challenging classes, plus all of these new life changes."

Success Coaching: Week 1- Week 10 Progress

80%
of students
have come
in to meet
with their
coach

Top 5: What would you like to talk to your coach about?

Getting to know my coach

Study Tips

Time Management

Research Opportunities/Co-Curricular Opportunities

Stress Management



Revelle College

79/83 students have met with their coach

95% of Revelle's SSCP cohort



Marshall College

44/54 students have met with their coach

81% of Marshall's SSCP cohort



Warren College

33/45 students have met with their coach

73% of Warren's SSCP cohort



Sixth College

45/62 students have met with their coach

73% of Sixth's SSCP cohort



Muir College

88/116 students have met with their coach

76% of Muir's SSCP cohort



ERC

54/66 students have met with their coach

82% of ERC's SSCP cohort

Timely and Responsive Retention Nudges

Fall Quarter Outreach Campaigns

- Coaching Appointment Invitations to Non-Engaged
- Academic Calendar Deadlines
- Priority Registration
- College-specific events
- Coaching program events

96%

of coaching students participated in first pass priority registration. Students who did not participate received a phone call from their coach to assess intent to register and to offer assistance.



Future Program Developments

- **Implement Text Messaging platform**
- **Peer Coaches**
- **Four-Year Coaching Program Milestones**
- **Use of Engaged Learning Tools to capture program participation and leadership development**





UC San Diego

STUDENT AFFAIRS