Student Success Coaching Program
First Quarter Progress

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Student Retention & Success
440 First Generation Students (FR)
Not connected to other transition programs
78% URM
60% LCFF+ HS
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.”
### Top 5: What would you like to talk to your coach about?

<table>
<thead>
<tr>
<th>Topic</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Getting to know my coach</td>
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<tr>
<td>Study Tips</td>
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<tr>
<td>Time Management</td>
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<tr>
<td>Research Opportunities/Co-Curricular Opportunities</td>
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<td>Stress Management</td>
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- **80% of students have come in to meet with their coach**

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**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