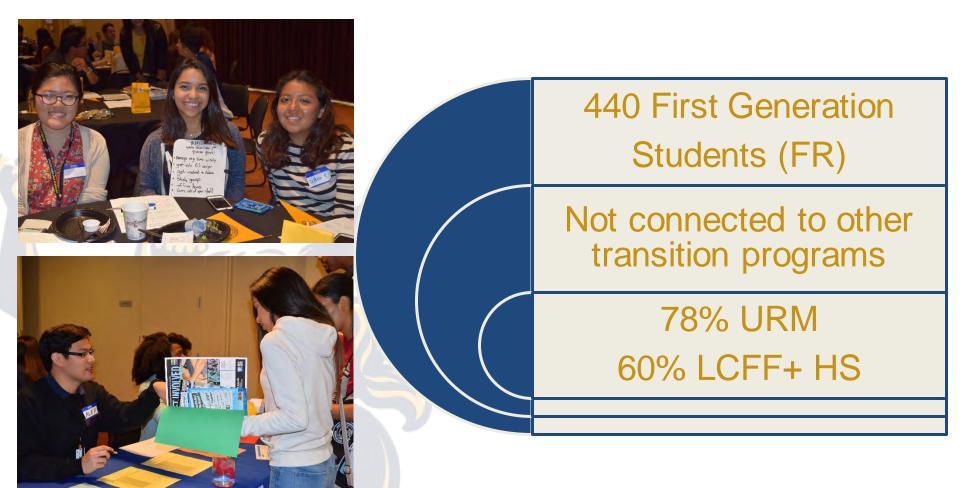
Student Success Coaching Program First Quarter Progress

Jeff Orgera Assistant Vice Chancellor Student Retention & Success



Our VIP Students





Program Elements





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."







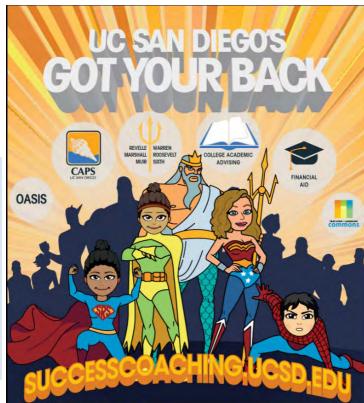
Timely and Responsive Retention Nudges

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