

LMC SEM 2.0 Straw Proposal for SST Core Makeup & Responsibilities of the Student Success Coach

Background

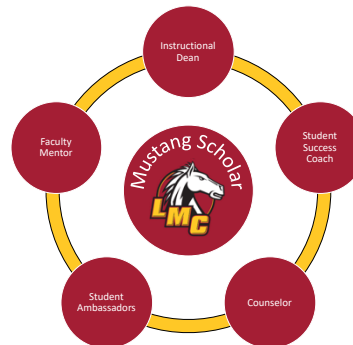
Beginning before the SEM 2.0 project kicked off in Summer 2022, LMC did a significant amount of work, led by Dr. Sally Montemayor-Lenz regarding the design and development of a student success team (SST) model. Building on that work, the SEM 2.0 cross-functional team spent the better part of Summer 2022 and all of the Fall 2022 semester on discussing the previous work done and designing the current iteration of the SST model presented in this document. This represents many hours of work and deliberations including several meetings, a gallery walk of proposed functions and responsibilities, and with assistance from our SEM coaches to present to the SEM committee this well thought out and designed outcome.

LMC SST Model Proposal

While there are many models that have been considered at LMC, and indeed, across the State of California and beyond, we have come to consensus of the following roles to be a part of each SST across all LMC pathways. It is important to note that while the SEM 2.0 team has reached consensus on the model, we are still working on reaching consensus on the functions and responsibilities for all but the Student Success Coach.

The proposal before the SEM committee is that SSTs be developed across all LMC pathways to encompass the following roles.

- Instructional Dean
- Counselor
- Faculty Mentor
- Student Ambassadors
- Student Success Coach



Student Success Coach Functions and Responsibilities Proposal

Once the SEM 2.0 team reached consensus on the SST model to present to the SEM committee, given that we need to begin recruiting the Student Success Coaches (Program Coordinators by specific classification), the SEM 2.0 team determined that we would focus on reaching consensus on the functions and responsibilities that fall to that position, of course respecting and building on the job description agreed upon by 4CD and Local 1.

The proposal before the SEM committee is that within the SST structure, Student Success Coaches will be responsible for the following.

- Proactive student case management from registration to completion
- Link students with referrals and connection to campus resources and programs
- Help students navigate obstacles
- Respond to flags raised in LMC Connect
- Support students towards educational goal
- Position may involve staffing/coordinating dedicated space
- Provide just-in-time, population focused, targeted/personal communications via email/text within pathways
- Hire/train/supervise students ambassadors
- Maintain pathway webpage and/or Canvas shell
- Use college systems and tools to manage student caseloads within pathways
- Plan and coordinate co-curricular activities for the pathway including community building
- Data informed proactive outreach/inreach to promote success of the student journey

Agreed to Considerations for Future Discussion and Consensus

One of the topics that came up repeatedly in our work over the summer and fall is the need to have a management-level leadership role that oversees the direction of the SSTs to ensure several factors for success of these teams including consolidation and consistency of professional development for team members, avoiding duplication of efforts, and ensuring that interventions for students are aligned, where appropriate, across all LMC pathways. Additionally, the SEM 2.0 team wanted to ensure that there was adequate hourly and student employee support for the SST effort, acknowledging that the Student Success Coaches will require support to execute all that needed to impact student success in a meaningful way.