



# Student Success Teams

## THEIR APPROACH

Knowing that holistic case management is the cornerstone to helping students enter and stay on a path, Student Services and Academic Affairs assembled a cross-functional team of faculty, classified staff, and managers to develop and pilot the first Student Success Team at LBCC. Each area developed student milestones aligned with the guided pathways pillars, key performance indicators, and specific outcomes to ensure that every student is assigned a team and knows who and how to contact them. This Viking Pathways effort will benefit students as they build meaningful relationships across campus and receive a continuum of care that helps to ensure the efficient completion of their educational goal.

## WHAT THEY ARE DOING

The team is led by Yvonne Gutierrez, Dean Enrollment Services, and Javier Villaseñor, Counselor and Guided Pathways Coordinator. The team consists of diverse cross section of financial aid, counseling, transfer, career, special programs,<sup>1</sup> deans, enrollment services, outreach specialists and guided pathways members. They met weekly over the summer and continue to meet every other week in fall to learn about guided pathways, to share ideas and discuss how students are best served, and to build the foundation for seamless support that stretches across traditional departmental lines. Student progress is monitored, captured, and shared; this enables team members' access to vital milestone progress and case notes across departments ensuring just-in-time support and appropriate referrals. Discussions include identifying interventions when students do not participate.

## WHAT THEY ARE LEARNING

The team will continue to develop and refine their processes for holistic case management during this pilot phase. Key discovery points thus far include the need for integration with technology, such as Starfish and PeopleSoft in order to minimize manual data entry, the existence of common milestones across areas, the need for basic cross-training, and ways to minimize the duplication of efforts and services. Another key discovery is that Classified professionals are seeing first-hand how their roles, and work, fit within the transformational framework of guided pathways.

***"As Classified,  
now I get how my  
job fits in with  
Guided Pathways.  
This has been a  
great experience!"***

***Angela Fowlkes  
Financial Aid  
Specialist***

<sup>1</sup>Special Programs: Destino, FYE, International, Justice Scholars, Umoja, Puente, students on probation

