

# Implementing the Student Success Team Model

Challenges, Triumphs, and Lessons Learned

Equitable Counseling Convening

March 14, 2025 | Riverside City College





# Introduction

At Crafton Hills College, we've reimagined traditional counseling structures to ensure every student receives targeted, proactive support.

## 1 Understand Our Model

Learn how our Student Success Team Model is structured.

## 2 Impact Assessment

Discover why we adopted this model and its impact.

## 3 Practical Insights

Gain insights into challenges faced and strategies used.

# Why We Transitioned

**68%**

## Students of Color

Making equity-driven counseling essential

**67%**

## Part-time Students

Juggling academics, work, and family

**65%**

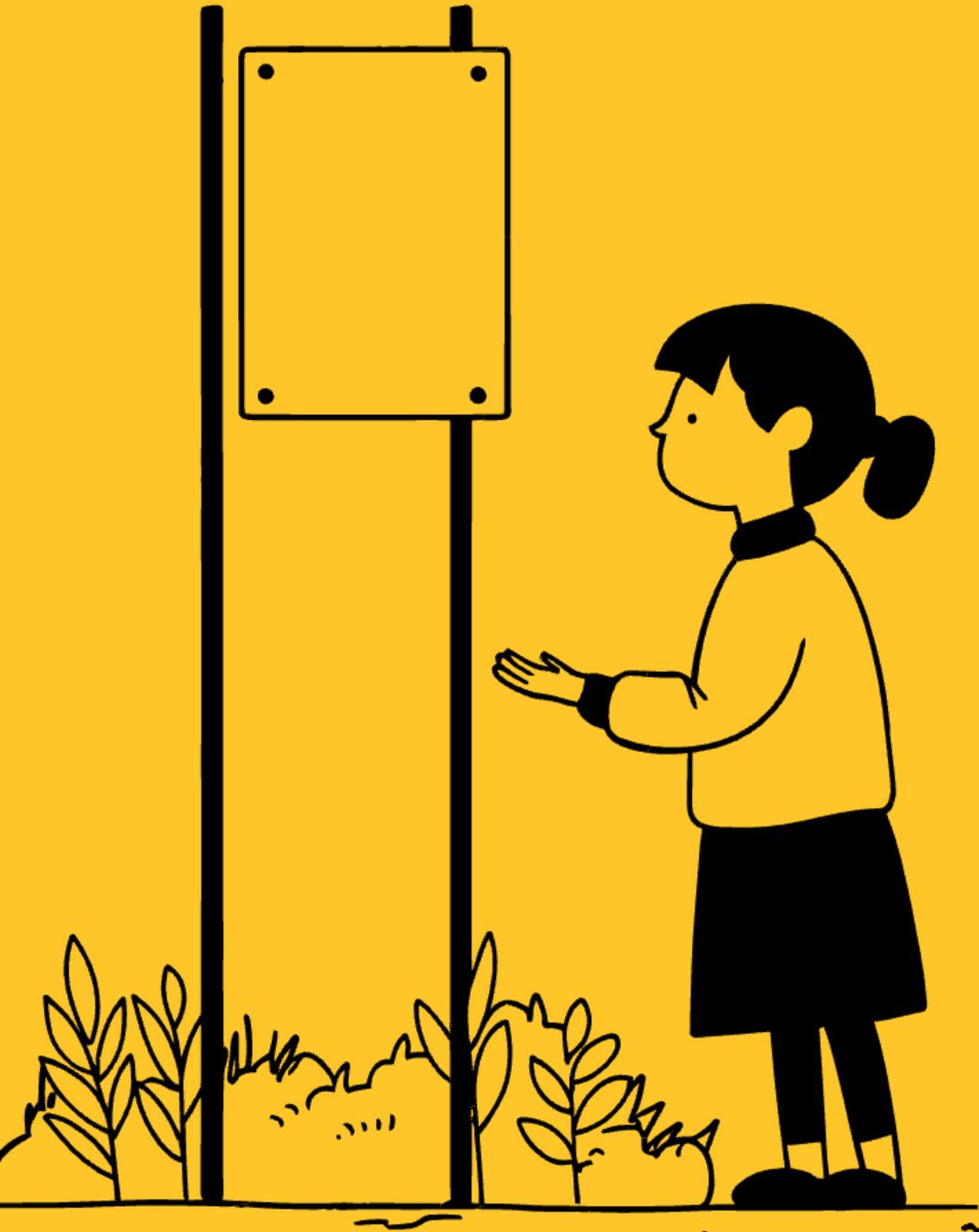
## Financial Aid Recipients

Qualifying for California College Promise Grant

We noticed mid-journey students disengaging, high stop-out rates, and equity gaps. We needed to move from a reactive counseling model to a proactive one.



# Structure of Our Model



1

## 0-14 Units

Focus on onboarding, academic planning, and career exploration.

2

## 15-29 Units

Ensuring students declare a major, complete ed plans, and stay engaged.

3

## 30-44 Units

Prioritizing completion, transfer application, and graduation support.

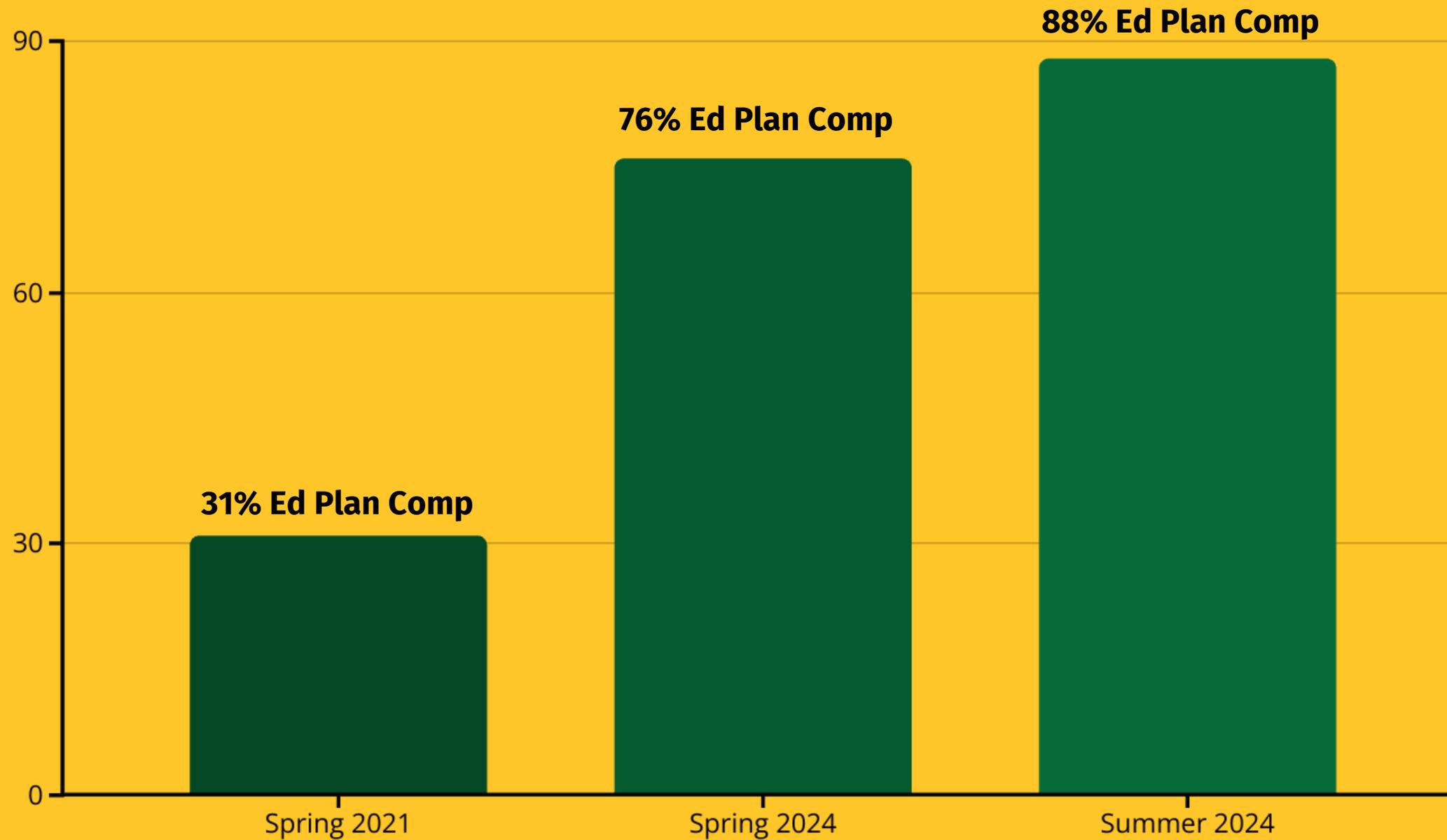
4

## 45-60+ Units

Final preparation for workforce entry, graduate school applications, and transfer support.

We adopted a Networked Single Point of Contact Success Team Model where Completion Coaches serve as the first point of contact, working alongside Counselors.

# Results & Impact



85% of surveyed students said Completion Coaches met their needs well. We saw a 45% increase in transfer workshop participation. Crafton Hills is now #1 in our region for UC transfer admission rates.

# Challenges & Solutions

## Counselor & Faculty Buy-In

We engaged faculty early, shared data on student needs, and piloted the model with a small cohort before scaling up.

## Technology & Data Integration

We partnered with IT and research teams to streamline data collection, ensuring accurate tracking.

## Sustaining Student Engagement

We leveraged social media, peer mentors, and completion celebrations to keep students involved.

## Leveraging Funding

We secured \$400,000 in external seed grant funding for the first two years and have now institutionalized Completion Coaches by braiding SEAP and AB 19 funds.



## Key Takeaways

### **Proactive Approach Works**

Milestone-based counseling increases student retention and equity.

### **Collaboration is Essential**

Counseling, completion coaches, and faculty must work together.

### **Adaptable Model**

Every institution can customize this approach to fit their unique culture.

Transforming counseling isn't just about strategy. It's about creating a culture where every student feels supported and empowered to succeed.



# Q&A Discussion



## Funding

How we secured funding for Completion Coaches



## Workload

How we addressed faculty and staff workload concerns



## Compliance

Steps taken to align with AB 928 and other state mandates

As we continue this conversation, I encourage you to customize these ideas for your institution. Let's ensure every student has a clear path to success.