

Problem Solving: Moving Guided Pathways Online

Webinar Series

Wednesday, April 15
11 a.m. - 12 p.m.

Technical Announcements

- Webinar Technology
 - You will be MUTED for this webinar
 - Your video will be OFF upon entry
 - If you are joining by phone and computer/tablet, please connect your phone to your computer/tablet (#participantID#)
- For any technology issues, please ask for help in the chat and we will message you privately for support: e.g. *TECH I can't hear*

What is something that brings you joy right now?

What brings you joy?

The Career Ladders Project Team



Kris Palmer
Senior Director



Sia Smith-Miyazaki
Director



Valeria Torres
Program Coordinator



Naomi Castro
Senior Director

Career Ladders Project promotes equity-minded community college redesign

Welcome to the GP problem-solving webinar!

- Purpose
 - Provide peer support and problem-solving opportunities to address emerging issues and equity challenges related to GP
- Materials
 - Video recording, slides, and links will be shared via email & posted on the Vision Resource Center

If you did not register using the interest form, please type your email in the chat so we can share these resources with you

How to ask questions during the webinar

Use the chat function to type your question

- **Question for a panelist** indicate the college before your question
PCC How do you....?
- **General question** regarding Guided Pathways
GENERAL What are colleges....?
- **An approach** you'd like to share
IDEA I (Your name) have an approach to the question regarding....
- **Tech issue** *TECH I can't hear*

Serving Students during COVID 19

Taleen Seropian, MS

- Counselor
 - Member of Emergency Remote Planning Team
- Years 2 & 3 Pathways Faculty Lead
- JAM (FYE Orientation) Coordinator & Faculty Lead
- Guided Pathways Working Group Member
- Spring 2020 instructor, College 1: First Year Seminar

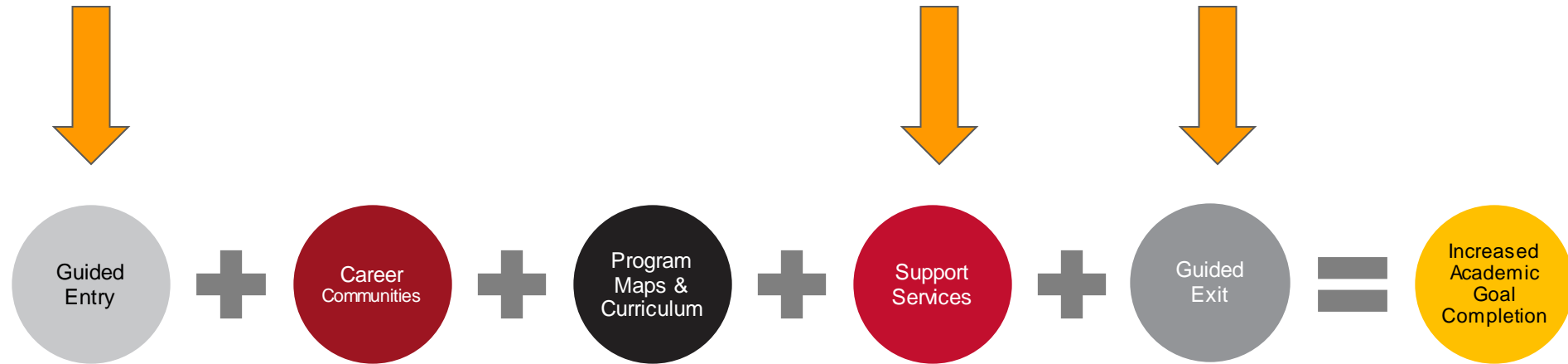


Counseling & Student Services

1. 100% online booking
2. Cranium Cafe & Phone Appointments
3. Restructured processes & protocols
4. Took the opportunity to rethink new ways to carry out tasks electronically
5. Maintained same level of service
6. Rethought how front desk staff/classified can work from home
7. Found ways to keep student workers & success coaches employed
8. Collaborated with other Student Services areas - Fin Aid, A&R, Transfer, Career
9. Virtual Success Centers - tutoring
10. 800-GO-TO-PCC



The PCC Guided Pathways to Success



**Focusing on the Present
Retaining Students & Planning Ahead**

Guided Entry - Planning Ahead



1. **Open House - May**
2. **JAM fully virtual - July & August**
3. **Registration Support - July & August**
4. **Leveraging Technology**

Instruction of College 1

Asynchronous schedule

- a. Live Zoom challenges
- b. News realities
- c. Open Zoom



Steady submission of assignments;
increased communication

Flexible Deadlines

- a. Focus on SLOs
- b. Human first; not student first



“Threat” of late work penalties
eliminated. Students felt more
comfortable explaining why

High Touch/Early Alert

- a. Reaching out via telephone
- b. Support of success coaches
- c. Consistent communication unrelated to
course content



Opening up beyond course concerns
“You’re the only one who cares.”
“You email about things other than just
class.”

Stretch!

Write your questions in the chat and we will read them aloud

Questions?

Join us for the next webinar



Wednesday, April 22nd from 11 a.m. to 12 p.m.

Video, powerpoint, and other resources will be uploaded to our website and the Vision Resource Center

This webinar is part of a series produced by Career Ladders Project with funding from the California Community Colleges Chancellor's Office.

careerladdersproject.org

THANK YOU
for joining us today.

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