

First Year Success Initiative Task Force #3
Meeting Summary
April 1, 2015
2:30 PM – 4:00 PM
College of San Mateo Learning Center, Rm. 220M

Academic Support Services

The discussion was focused on providing academic and other support services for first time students. There are support models on campus for some populations such as EOPS, athletes, etc. and the group considered whether it would be feasible and/or effective to provide similar types of services to all first time students. What the group came up with were recommendations to provide courses with support services attached, similar to the ENGL/CRER pairing with Puente. One possibility for AY 15-16 is to set aside sections of English or Math classes and steer the FYE students into those sections. In order to do that it would be critical to know WHO is part of the FYE population. If it were possible, it may be helpful to identify those students to the instructors and ask for mid-term or monthly progress reports so that early interventions could be performed if needed.

Another idea was creating a HOME for FYE students. The example came from the student representative who commented that whenever she has a question she first goes to the international students office and from there they can steer her towards the correct office or support. A FYE home would provide a place for those students to go to for any questions or trouble they may be experiencing and get a proper referral. It would also be able to plan FYE events and foster active engagement of FYE students with the campus. The group thought that recognition of milestone achievements was important to keep students motivated such as a letter from the president of the college when they complete their first semester. An FYE home could also be the home of Student Success Teams of faculty, staff and peer mentors who could be available on a case load management or referral basis.

It was thought to be important to tie in non-academic support services as well including Career Services, Child Care, Financial Aid, and Student Life. A discussion about peer mentors was brought up as something that is being considered under the Mindset 4.0 initiative. Peer mentors could be drawn from the leaders of student clubs and student government and the clubs would receive credit for volunteer hours for their clubs. Other suggestions for peer support were short video messages from students to students offering encouragement.

Several ideas of how peer mentors could be incorporated were introduced.

- Have peer mentors attached to particular FYE courses
- Peer mentors as part of a case load of Student Success Teams
- A standing group of peer mentors to whom students are referred (Canada College Beating the Odds)

Student Life has an important role to play with helping to connect students to the college through clubs, Welcome Day, Club Day and other activities. Setting an expectation by asking, what club are you going to join?

Improvements in messaging were also identified as an area where there is a gap. Expanding the message “scroll” that is on the TV’s in building 10 to all buildings was one suggestion. Also the idea of a message campaign that creates a stronger identify as I AM/ WE ARE CSM that includes images of diverse students. Something similar to the student success posters that hang in building 10.

However given that most campus activities occurs during the day it was also thought that more needs to be done for evening students. For example, nearly 30% of students who use the Learning Center are evening only students and some details on how many FYE students are evening only or day and evening would be helpful in determining if/what services could be extended into the evenings. Some suggestions were using apps like BuddyUp to connect evening students to one another; hosted coffee or other social opportunities; using stickers on to go cups at Paws to convey messages.

Next meeting is scheduled for April 23, 2015 at 10:00 am in the CSM Learning Center