

# Division of Student Belonging & Success

## The New Academic Coaching Model

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# Agenda

- I. A Case for Change – The Decentralized Approach
- II. CSU Strategic Plan and Goals Moving us Toward Achievement and Desired Results
- III. Unification – The NEW Academic Success Coaching Model
- IV. Timeline
- V. The NEW Academic Success Coaching Model – Structure/Roles/Responsibilities
- VI. Conclusion

# A Case for Change

# Decentralized Advising Structure

- CSU has **95 advising, career coaches, and student support staff members** in related roles across the university a challenge for delivering clear, consistent, and equitable advising support to all students.\* (see White Paper, Figure 1).
- **Decentralized entities each have a unique leadership structure.**
  - Organization and operation include disjointed professional development opportunities, accountability lines, approaches, and technology, which allows for the proliferation or duplication of methods, models, technologies, and practices.
- A **decentralized advising approach lacks continuity to accurately target students at-risk for dropout**, their behaviors, and their needs.\*

\*See Unified Academic Coaching Model White Paper - data inclusions.

# Goals

Our renewed commitment to be a student-ready university encompasses a student-facing community designed to foster a greater sense of belonging for our students .

- **Goal 1: Expand the scale, scope, and integration of student mentoring, advising, and coaching**
  - Ensure that all students receive high-quality, everyday care across units.
  - Unify and Standardize Academic Advising and Coaching Systems, Protocols, and Operational Practices
  - Provide Needed Technology for Unification and Ensure Consistent Business Practices
  - Design and Implement Common Professional Development Series
    - **Establish a Professional Learning Community** – guidance, support, and mentorship for Academic Coach professionals with a focus on continuous improvement
  - Align and Level Compensation while Strengthening Academic Coaching Practice and Morale
- **Goal 2: Review, revise, and optimize the use of all tools deployed to monitor student persistence and academic progress**
  - Provide Needed Technology for Unification and Ensure Consistent Business Practices
  - Develop a flexible individual education plan (IEP) template

# Unification

The new, unified model brings together leadership in Student Belonging and Success, Enrollment Management, and Academic Affairs to ensure seamless pathways for students from matriculation at CSU as new students to graduation with a degree or credential.

# Unification Action Items

## 1. Implement a **NEW Academic Coaching Model**

- a new advising and coaching model that merges the functions and services of academic advisors and graduation success coaches into a single role.

## 2. Establish a **Vanguard Alliance**

- assist with coordinating and completing college-specific duties, interpreting and implementing policies and processes, and exchanging college-specific information

## 3. Unified **Academic Coaching Team**

- Current advisement professionals will be cross-trained in coaching techniques, and coaches will be trained in advisement practices. To deploy a network of new professionals, named “**Academic Coaches,**” with clearly defined expectations, roles, and accountability measures to ensure that all students receive a best-in-class academic support experience that promotes their academic success and timely degree completion.

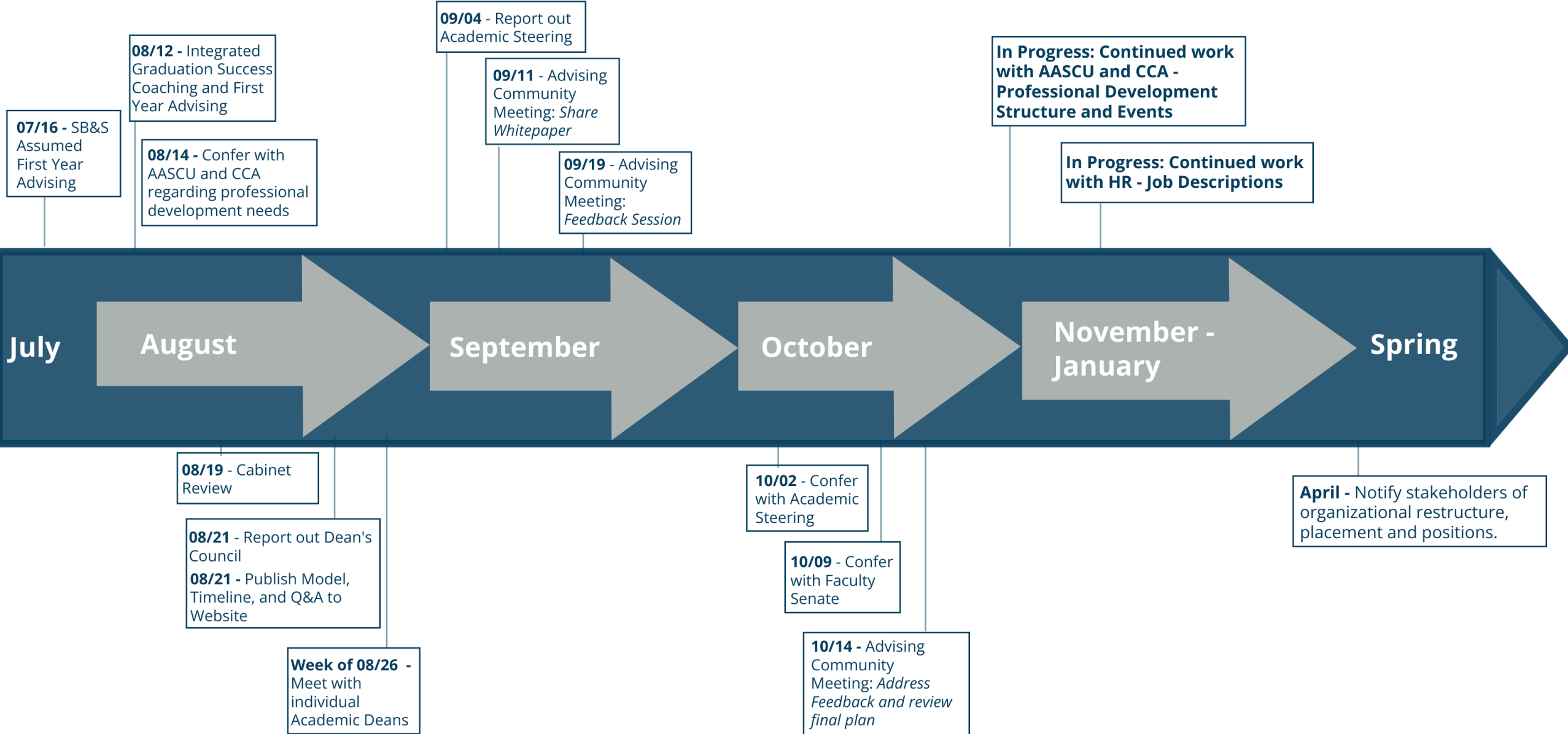
## 4. Align and **Level Compensation**

## 5. Adopt a **single integrated technology platform**



# Timeline

# Timeline of Events

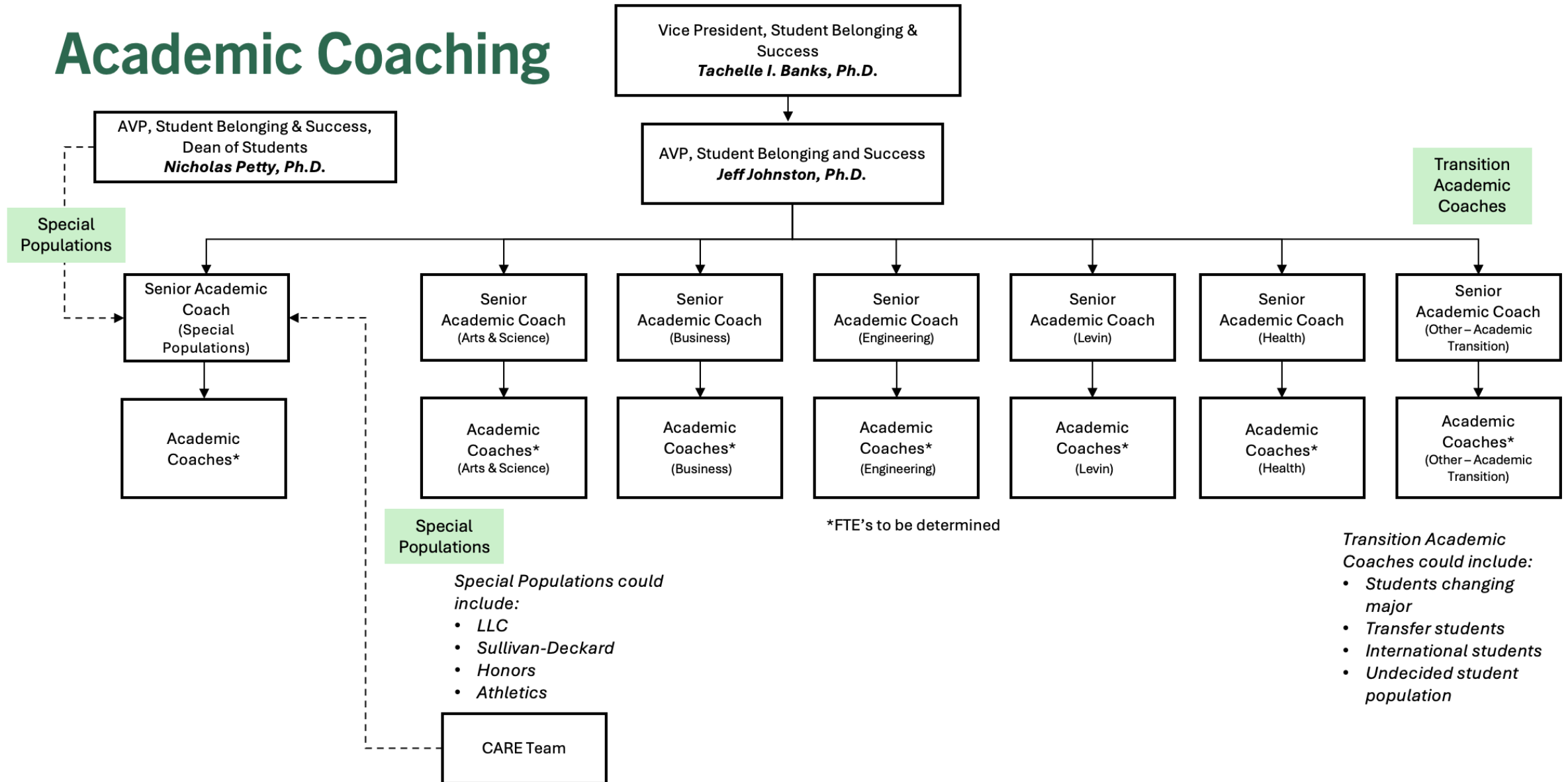


# The NEW Unified Structure



# New Academic Coaching Structure

## Academic Coaching



# Roles and Responsibilities

- The model includes **new professional roles**:
  - Associate VP of Student Belonging and Success
  - Senior Academic Coaches\*
  - Associate Academic Coaches\*
  - Assistant Academic Coaches\*
- Academic coaches who will target **two specialized areas**:
  - Transition Academic Coaches
  - Special Population(s) Academic Coaches
- Caseloads will be **calibrated based on the higher risk for dropout** for undergraduate students

\*See Unified Academic Coaching Model for job summaries

# In Conclusion

The **Division of Student Belonging and Success** will provide leadership, holistic, and integrated support for multiple academic and social support units on campus to **establish a robust, efficient, and innovative network of student success support professionals focused on...**

- ✓ increasing student belonging and engagement,
- ✓ improving academic success,
- ✓ growing persistence and retention rates,
- ✓ enhancing student satisfaction and well-being, and
- ✓ improving career readiness and post-graduation outcomes