The Six Success Factors and Service Excellence

*The Invaluable Role of Classified Professionals in Student Success*

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Who are Our Participants Today?

• Classified Professionals?
• Faculty?
• Administrators?
• Others?
Today’s Outcomes

At the end of this activity, participants will be able to:

- Define what Service Excellence is for their campus.
- Identify and describe the Six Student Success Factors and understand how Service Excellence enhances them.
- Recognize and appreciate their unique role in supporting each of the success factors.
Why is This Workshop on the Six Success Factors Important?

- The Classified Professional’s role was not called out in the RP Group’s study
- Classified don’t always acknowledge or articulate our role in student success
- To help create a foundation for Classified work and connections that classified can relate back to when increasing their skills
What is Service Excellence?

• Delivering the service that is promised and dealing well with any problems and questions that arise.
• Services for all that are efficient, effective, excellent, equitable and empowering – with our student or client, always and everywhere, at the heart of the service provided.
• A focus on delivery, timeliness, information, professionalism and positive attitude.
Activity 1: How do YOU define Service Excellence?

As a table, think of a local organization, not education related, with which you have regular contact, and that has consistently delivered excellent service.

What specifically did they do or say to make you feel you received excellent service, or made you feel special? What stood out!

List them on the sheet provided. You have 15 minutes to develop your list.
Service Excellence Defined

Let’s share our group’s vision of Service Excellence.
Service Excellence at the 2015 Classified Leadership Institute
The Student Success (Re)defined Study

This research project, conducted by the Research and Planning Group for the California Community Colleges, started with the fabulous idea that we should TALK TO STUDENTS if we want to find out what THEY think they need to be successful.
Which Colleges Participated in the Study?

Butte College
Chaffey College
Contra Costa College
De Anza College
Fresno City College
Irvine Valley College
Laney College
Las Positas College
Los Angeles Valley College
Los Angeles Southwest College
Mendocino College
Porterville College
Sierra College
Who did the RP Group talk with?

13 colleges participated:
- 900 students total, from a random sample
- 785 students were interviewed over the phone (current students, leavers and completers)
- 102 students participated in focus groups
- Participants selected from a random sample that oversampled African American and Latino students, our targeted student populations.
The study found that SIX factors are important to increasing student success.
Six Success Factors

Students have a goal & know how to achieve it

Students’ skills, talents, abilities & experiences are recognized; they have opportunities to contribute on campus & feel their contributions are appreciated

Students feel like they are part of the college community

Students stay on track—keeping their eyes on the prize

Students feel somebody wants & helps them to succeed

Students actively participate in their learning both in & out of class
Key Themes & Strategies of the Study

Two of the key themes that relate to classified work are:

- Underscore the importance of comprehensive service delivery to targeted populations
- Recognize the important role the entire college community plays in student success
Small Group Activity
Connecting the Six Success Factors to Service Excellence

- Each table will focus on 1 success factor.
- You have 15 minutes for this activity.
- Use the resources on the table to help your discussions.
- Think of practical ways you help students be more successful in your everyday work outside of the classroom. Use the work on your Service Excellence Definition sheet to help you record what you can do or say to support your Success Factor specifically.
- Record your ideas on the paper provided.
Call Out Your Results

- Time allowing, each table call out one or two items listed for your success factor.
Sharing Out Tools of the Trade

- “FHDA Classified Professional Support the Six Student Success Factors”
- Student/Client Referral Cards
- The RP Group
  http://rpgroup.org/All-Projects/ctl/ArticleView/mid/1686/articleId/76/Student-Support-Redefine
- Materials from this workshop can be requested from Mary Kay Englen at englenmarykay@fhda.edu. We’re happy to share.
Summary

Thank you for participating with us today! Are there any questions?
The 4CSD Conference 2017
Classified Professionals, Faculty and Administrators Define How Service Excellence Enhances the Six Student Success Factors

Outcome from workshop participants.
Edited by Mary Kay Englen
DIRECTED
Students have a goal and know how to achieve it.

What we can do or say to help our students stay directed:
1. Get to know and connect with the student. Find out if they know what they need. Direct them to resources.
2. Walk students to the areas they need to find, don’t assume they know how to get there.
3. Show/inform student of other resources on campus (tutorial, counseling, financial aid).
4. Follow up with students on their issues/needs (by phone, e-mail, in person)
5. Talk to the student about graduation, transfer, certificates, and their education plan.
6. Be knowledgeable and relay accurate information to students. (Good communication.)

ENGAGED
Students actively participate in their learning, both in and out of class

What we can do or say to help our students feel engaged:
1. Know your processes, so that your information is accurate and timely.
2. When you meet someone, ask them how they’re doing – build those relationships – ask them, “how are you in your body and in your heart?”
3. Be aware of your own needs, nurture yourself to be available for others (life jacket). Put your oxygen mask on first!
4. Visit places on campus: facilities, websites, athletics. Know how and where to refer your students and each other.
5. Really listen to others and check in with them (their success, their needs, etc.)
6. Smile!

FOCUSED
Students stay on track – keeping their eyes on the prize.

What we can do or say to help our students stay focused:
1. Ask them, "Tell me more about your studies."
2. Follow up with students that you had a past interaction with. “How can I help you take the next step?”
3. Take time to show and explain the location of services (what’s available, how to access them, keep them updated).
4. Share your own stories and experiences that the student can relate to and keep working with them towards their goals.

NURTURED
Students feel somebody wants and helps them to succeed.

What we can do or say to help our students feel nurtured:
1. Walk the students to where he or she needs to go so they don’t get lost.
2. See their potential and keep encouraging them to reach it.
3. Follow-up with the students to ensure that they were able to complete their task and help them know that someone is looking out for them.
4. Take time to get to know your students and your colleagues.
5. Ask specific questions about their educational progress and provide guidance, if needed.
6. Praise them – sincerely!
7. Recognize that students’ issues are not "one-size-fits-all" and take steps to accommodate their unique needs.
8. Build and nurture trust between you and your colleagues; that leads to student support and success for all.
1. Smile and greet students as you walk about campus.
**CONNECTED**

Students feel like they are a part of the college community.

*What we can do or say to help our students feel connected:*

2. Connect with youth and community by asking "do you know R. H. has a Bachelor’s and other degrees?"
3. Bring materials in print to neighbors who don’t have Internet.
4. “Next month there is a competition. Have you thought of entering?”
5. Open door physically, "if you are around, come by."
6. Join clubs, send the scholarships, signs, stickers, posters.
7. Volunteer to clubs, activities, and the college’s sports events.
8. Invite them to join social media, Instagram, to highlight their work.
9. Create a mentor program – have workshops, include past students.

**VALUED**

Students’ skills, talents, abilities, and experiences are recognized; they have opportunities to contribute on their campus and feel like their contributions are appreciated.

*What we can do or say to show our students they are valued:*

1. Attend student activities and events to show your support.
2. Get to know the students (their hobbies, family, work).
3. Have an open door policy so they always feel welcome to come in, come back.
4. Involve them in campus committees, listen when they speak.
5. Refer them to resources and services.
6. Create safe spaces for all students.
7. Recognize their achievements.

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For questions or inquiries, please contact

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