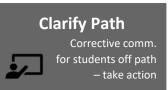
ACTION ITEMS













ROLES







	Start of Term	Timing	Action(s)
art of Ter	m Goals: Proactive outreach to students using Starfish to filter for specific attributes. Ensure students ha	ve a plan and are meeting m	omentum points.
i	FOCUS: Providing clear expectations for students ACTION: → Review of important dates (e.g., withdraw dates) to inform students through syllabi → Update syllabi → Send reminder to students prior to start of class to ensure they attend the first day of class FOCUS: Contacting students who are not enrolled in 15 units ACTION:	Week 0 (for multiple weeks prior to the start of term)	
	 → Filter in Starfish for all students who have received "Automatic Flag - At least 9 units but fewer than 15" flag: with attributes for academic standing combined is not assigned → Call all students who resulted from filter in step 1 and track notes in Starfish → Phone calls and email communication no later than XXX Date → Notes entered in Starfish no later than XXX Date 		

**************************************	FOCUS: Welcome and focus students on pathways, graduation, and maximum units. ACTION: → Use slide deck (see Helen's slides as an example) → Make sure it includes the counselor/advisor info for the pathway. → Remind students to apply for graduation early. FOCUS: Welcome and Communication ACTION: → Sends email welcome to new students in each pathway → Classroom visits → Attend Pathway meetings FOCUS: Contact students who have not completed transfer-level Math and English ACTION: → Filter in Starfish for all students who have received "Transfer-Level Math and English - Completed" flag: with attributes for current term >9 units, current term <13units, and academic standing combined is not assigned (Cognos) → Call all students who resulted from filter in Starfish and create notes in Starfish ◆ Encourage students to consider an additional course or two	Weeks 1 & 2 (add/drop period)	
Continue unt	 il no late start courses available – Student academic and non-academic (personal/life) concerns referrals FOCUS: Contact students who have not completed transfer-level Math and English (if late start options still available), as well as students who are not enrolled in 15 units (with late start options still available). Communicate Student Services programs and services. ACTION: → Filter in Starfish for all students who have received "College level Math and English - Completed" flag: with attributes for current term >9 units, current term <13units, and academic standing combined is not assigned → Call all students who resulted from filter in Starfish and create notes in Starfish 	Weeks 3 & 4 (capturing late starts)	* = =

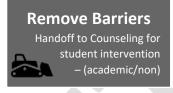
A Foreigness students to consider an additional source outros		
_		
SI, library hours, Renegade Pantry, Health Center and Mental Health		
FOCUS: Inform students about campus resources		
ACTION:		
→ Slide: encourage students to participate in tutoring, importance of attendance, assignments		
→ Inform students about library services, and health center		
→ Remind students to apply for graduation		
→ Use Starfish to Flag attendance, assignment, and behavior issues		
ntil no late start courses available – Student academic and non-academic (personal/life) concerns referrals	5	
FOCUS: Identify students in Starfish w/o CSEP. Ensure students have CSEPs (*continue until all	Week 4	
students have completed a comprehensive plan, may carry on for several weeks)	, and a second	
ACTION:		
→ Message all students who have resulted from filter through Starfish for tracking purposes		
FOCUS: Monitor student progress and attendance		
ACTION:		
→ Slide: Remind students to apply for graduation		
	1	
→ Use Starfish to Flag attendance, assignment, and behavior issues		
	ACTION: → Slide: encourage students to participate in tutoring, importance of attendance, assignments → Inform students about library services, and health center → Remind students to apply for graduation → Use Starfish to Flag attendance, assignment, and behavior issues **Titl no late start courses available — Student academic and non-academic (personal/life) concerns referrals **FOCUS:* Identify students in Starfish w/o CSEP. Ensure students have CSEPs (*continue until all students have completed a comprehensive plan, may carry on for several weeks) **ACTION: → Message all students who have resulted from filter through Starfish for tracking purposes → Phone and email communication should be initiated → Encourage appointments to discuss CSEP and the importance of staying on track **FOCUS:* Monitor student progress and attendance **ACTION: → Slide:* Remind students to apply for graduation	 → Filter in Starfish for all students who are not registered for 15 units in current term → Call all students who resulted from filter in Starfish and create notes in Starfish ♠ Encourage students to consider adding late start classes to reach 15 units → Send email communication about Student Services programs and services such as tutoring, SI, library hours, Renegade Pantry, Health Center and Mental Health FOCUS: Inform students about campus resources ACTION: → Slide: encourage students to participate in tutoring, importance of attendance, assignments → Inform students about library services, and health center → Remind students to apply for graduation → Use Starfish to Flag attendance, assignment, and behavior issues htil no late start courses available — Student academic and non-academic (personal/life) concerns referrals FOCUS: Identify students in Starfish w/o CSEP. Ensure students have CSEPs (*continue until all students have completed a comprehensive plan, may carry on for several weeks) ACTION: → Message all students who have resulted from filter through Starfish for tracking purposes → Phone and email communication should be initiated → Encourage appointments to discuss CSEP and the importance of staying on track FOCUS: Monitor student progress and attendance ACTION: → Slide: Remind students to apply for graduation

ACTION ITEMS













ROLES







	Mid Term	Timing	Action(s)		
	Mid Term Goals: Identify needs and surface any support needs or barriers to be addressed to keep student on their path. Remind all students that faculty and staff at				
Bakersfield	College want them to succeed AND to contact you should they have a problem and you will help con	nect them to support.			
• • •	FOCUS: Proactive messaging for academic support services along with the impact of dropping		— A.		
4-4	courses.				
	ACTION:				
	→ Filter in starfish for progress survey flags				
	→ Call students to encourage academic support services use and provide information for				
	impact of dropping courses if needed				
نہًا	FOCUS: Keeping Momentum - Ensuring students are attempting 30 units	Week 5			
''	ACTION:				
	→ Filter in Starfish for all students who have received "30 attempted units" flag: with				
	attributes for current term >9 units, current term <13units, and academic standing				
	combined is not assignedCounseling Lead will conduct one Pathway Event on campus				

_ /	(open to individual Pathway needs e.g. Transfer Application Workshops, Graduation Application Workshops, Financial Aid Applications, Career Fair) → Message all pathway students through pathway email → Call all students who resulted from filter in step 1 through Starfish for tracking purposes, schedule appointments as needed FOCUS: Keep momentum		
	ACTION: → Slide: Remind students to apply for graduation		
i †i	FOCUS: Continuous momentum from previous weeks ACTION: → Filter in Starfish for all students who have received "30 attempted units" flag: with attributes for current term >9 units, current term <13units, and academic standing combined is not assigned → Call all students who resulted from filter in step 1 through Starfish for tracking purposes, schedule appointments as needed FOCUS: Keeping Momentum ACTION: → Slide: complete/update Comprehensive Student Ed Plan, show how to complete CSEP on Starfish → Encourage communication with instructors about grades, attendance, questions about courses	Weeks 5 & 6 (CSU fall application start)	
Message a	FOCUS: Proactive messaging for academic support services along with the impact of dropping courses	life) concerns referrals Week 9	
	ACTION: → Message all pathway students through pathway email		

^	FOCUS: Keeping Momentum		
	ACTION:		
	→ Encourage students to have a registration plan		
	→ Ask if they changed their pathway to see a counselor to stay on path		



ACTION ITEMS













ROLES







	End of Term	Timing	Action(s)
	rm Goals: Retention and Success: Identify and proactively outreach to students who have not enrolled the eting momentum points.	for the upcoming term. En	sure students have a plan
<u>.</u>	FOCUS: Prompt registration for upcoming term: Filter in Starfish for all students within specific pathway: with attributes for current student and academic standing combined is not assigned	Week 10	*
	ACTION: → Message all students who have resulted, from filter in step 1, through Starfish for tracking purposes		
<u>i</u>	FOCUS: Remind students to register for the next semester(s)		
	ACTION:		
	→ Slide: Remind students about priority registration.		
	FOCUS: Student priority registration period	Weeks 11 - 13	
	Todas stadent priority registration period	AAGGK2 11 - 12	
	ACTION:		,

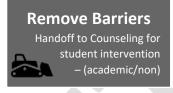
	→ Meet with student walk-ins (or respond to phone calls/emails) for students needs, during the priority registration period		
♣ ∕	FOCUS: Registration encouragement, keeping momentum		
	ACTION: → Focus on registration for math, english, and major courses that are limited in offerings		
<u>"</u>	FOCUS: Search and recovery - Filter in Starfish for all current students in your pathway who have not registered for the upcoming term: use pathway cohort tab, add attribute for "upcoming 'term' units" less than < 15. * additional attributes available to filter for this ACTION: → Contact all students who have resulted from filter in step 1. Depending on filtered	Weeks 13 - 16	2
•	results may drill down on cohort by utilizing additional attributes FOCUS: Encourage students to stay focused on finals and plan for the next semester ACTION: → Slide: Registration reminder, Visit advisor, counselor reminder, Stay informed over the summer by checking your email		

ACTION ITEM













ROLES







	On going	Timing	Action(s)		
End of Ter	End of Term Goals: Proactive outreach to students using Starfish to filter for specific attributes. Ensure students have a plan and are meeting momentum points.				
i ,	FOCUS: Kudos Campaign (i.e. students who improved or are meeting mileposts) ACTION: → Use Starfish kudos to send messages to students meeting mileposts	Ongoing	Q		
^	FOCUS: Keep students up to date on pathway activities, events, internships, changes in courses, changes in transfer				
	FOCUS: Search and recovery - Filter in Starfish for all students in the "search and recovery" cohort: with attribute for your pathway ACTION:	Ongoing	2		
	→ Message all students who have resulted, from filter in step 1, through Starfish for tracking purposes				