ADVISING UNVEILED:

Pioneer Success Coach Approach to Student Success

Back to the Bay 2024

Pioneer Success Coaches assist students by providing advising services that address complex situations, as well as partnering with academic advisors and other campus units to best achieve student success and personal development. Coaches continuously assess and modify their approach to satisfy the ever-changing needs of students and facilitate academic empowerment.

ABOUT US– Who do we work with?

- Academic Alert or at-risk
- Bay Advisor Cases
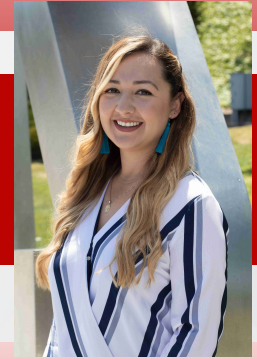- Progress Reports
- Disqualification

MEET OUR SUCCESS TEAM

Audrey Larson, College of Science
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Cindy Salinas
Freshman Pioneer Success Coach
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MEET OUR SUCCESS TEAM

Ali Karayel, College of Business and Economics
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Angela Byrns, College of Education and Allied Studies
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VISION

The model allows for a strengths-based approach for faculty and professional advisors to use their role-specific skills in a coordinated effort to serve students better. The expanded college-based advising model allows for faculty and professional advisors to maintain manageable caseloads, granting more time to work meaningfully with students. Faculty and professional advisors will support each other to advise students toward timely graduation.

MISSION

Students will be provided with consistent, robust, and holistic advising supported by a team of advisors housed within College Centers and Signature Programs. Advising will be aligned with students' major and career goals, supportive of student identities, and focused on improving retention and graduation rates through strong relationships and inclusive communities.

CORE VALUES

Provide consistent point(s) of contact within college or centralized spaces within signature programs.
• Provide culturally aware advising practices that address students' needs.
• Students, faculty, and professional advisors are included in the model.
• Cooperation and support to improve student advising experience.

Freshman (Second Semester) Students

Meet the Freshmen

How do we get connected?

- Each Pioneer Success Coach pulls a list from BayAdvisor of students that meet their unique criteria (for example, 1.99 CSUEB GPA or below)

- Referrals come from you (faculty) or other advisors on campus, NOT from students

How do we get connected?

- Progress report campaign is sent to faculty for all students who we are assigned to (our caseload)

- Cases can be submitted by faculty for any student of concern

Progress Reports

Cases

Different Levels

- 1, 2, 3 - Goes to MAIN Advisor
  - Email automatically sent
- 4 - Goes to Pioneer Success Coach or Signature Program Advisor

Progress Reports vs Cases

Progress Reports

- 9/23 - 10/13, Bill Irwin initiates a progress report sent to all faculty
- This is for targeted student populations only, not every student on campus
- Faculty submit for a variety of reasons, including positive acknowledgements

Cases "Issue an alert/referral"

- Specific concern about any student at any point in the semester
- Use comments and provide details

What does Progress Reports campaigns
vs
Cases look like?

Progress Reports

Professor Home

CALIFORNIA STATE UNIVERSITY EAST BAY — **The Bay Advisor**

Tammy, please respond to the following progress report request(s):

- Bill Irwin would like you to complete 90 progress report(s) by **Friday, October 20, 2023**   [Fill Out Progress Reports]

Courses

Term: Fall 2023 (Default Term) ▾

COURSE NAME	DAYS/TIMES	
(ACCT-210) Intro to Financial Accounting	08/22/2023 - 12/16/2023 TR 9:30am - 10:45am PT Arts & Education-0285	Assignments
(ACCT-210) Intro to Financial Accounting	08/22/2023 - 12/16/2023 TR 1:15pm - 2:30pm PT Valley Bus Technology Center-0124	Assignments
(ACCT-215) Intro Managerial Accounting	08/22/2023 - 12/16/2023 TR 2:45pm - 4:00pm PT Arts & Education-0239	Assignments

Actions

I want to...

Issue an Alert/Referral

Quick Links

Take me to...

Record My Class Attendance

Manage Assignments

Helpful Resources

Download Center for Reports

Students In My Courses

Term: Fall 2023 (Default Term) ▾

Actions ▾				
☐	INDEX	STUDENT NAME ⇕	CATEGORY ⇕	COURSE(S) ⇕
			All FA Students, CA Promise 4 year, EGT - TBD,	

https://csueb.campus.eab.com/alerts/new

Progress Reports

Student Feedback

Professor Tang:

Academic Affairs requests that you complete this form for the listed students in your course(s). Please only mark yes for any student you wish to submit an At-Risk alert for. (+) POSITIVE ALERTS AND REFERRALS WILL BE SENT TO THE STUDENT. (-) Academic alerts will be sent to the assigned advisor. Academic Alerts should be selected for students currently earning or in danger of earning a C- or below for the semester. To assist advisors and other support services, please include comments if marking a student at-risk. When finished, please select "Submit and mark all others as no".

ACCT-210-02-LEC Intro To Financial Accounting

	Student Name	At-Risk or in danger of earning a C- or below?	+/- Alert Reasons (You must choose at-least one if the student is at risk)	How Many Absences? (Optional)	Current Grade? (Optional)	Comments (Optional, yet helpful) and will only be delivered to the assigned advisor
1	Aranda-Acosta, Destiny Student ID: bg9376	○ Yes ○ No	Alert/Referral Reasons			
2	Barron, Adriana Student ID: at9141	○ Yes ○ No	Alert/Referral Reasons			
3	Blanco, Steven Student ID: aj1487	○ Yes ○ No	Alert/Referral Reasons			
4	Castillo Espinoza, Daniel Student ID: nq6162	○ Yes ○ No	Alert/Referral Reasons			
5	Ellis, Jackson Student ID: yb1368	○ Yes ○ No	Alert/Referral Reasons			
6	Garcia-Nunez, Ronald Student ID: hs6160	○ Yes ○ No	Alert/Referral Reasons			
7	Gogna, Daman Student ID: us7737	○ Yes ○ No	Alert/Referral Reasons			
8	Gomez, Michelle Student ID: wm8609	○ Yes ○ No	Alert/Referral Reasons			
9	Gonzalez, Emmanuel Student ID: lc6086	○ Yes ○ No	Alert/Referral Reasons			
10	Haro-Estrada, Eduardo Student ID: ug1660	○ Yes ○ No	Alert/Referral Reasons			
11	Hernandez-Ortega, Oscar Student ID: uu6869	○ Yes ○ No	Alert/Referral Reasons			

Cases (can be submitted at any point)

Professor Home

UNIVERSITY EAST BAY — The Bay Advisor

Courses

Term: Fall 2023 (Default Term) ▼

COURSE NAME	DAYS/TIMES	
(ACCT-220) Legal Environment of Business		Assignments
(ACCT-220) Legal Environment of Business	08/22/2023 - 12/16/2023 MW 5:00pm - 6:15pm PT Web Based Online Class-SYNCH	Assignments
(ACCT-210) Intro to Financial Accounting	08/22/2023 - 12/16/2023 MW 12:30pm - 1:45pm PT Arts & Education-0293	Assignments

Students In My Courses

Click on a student

Term: Fall 2023 (Default Term) ▼

Actions ▼

	INDEX	STUDENT NAME	CATEGORY	COURSE(S)
☐	1	Acosta, Maritza	All FA Students, EGT - TBD, Entry Term - Fall Semester 2019, Native GE Pattern	ACCT-220-03
☐	2	Algahiem, Jamal	All FA Students, EGT - TBD, Entry Term - Fall Semester 2020, Native GE Pattern	ACCT-220-03
☐	3	Alkhoury, Roy	All FA Students, EGT - TBD, Entry Term - Fall Semester 2022, Native GE Pattern	ACCT-220-01
☐	4	Alvarado, Brandol	All FA Students, EGT - TBD, Entry Term - Summer Session 2021, Native GE Pattern, Online Student	ACCT-220-03
☐	5	Anderson, Emoinee	2021-2023 Transfer Student, All FA Students, EGT - TBD, Entry Term - Fall Semester 2022, Project Rebound, STEP Program 22-23, Transfer	ACCT-210-04

Actions

I want to...

Issue an Alert/Referral

Quick Links

Take me to...

Record My Class Attendance

Manage Assignments

Helpful Resources

Download Center for Reports

Cases

Overview | Success Progress | History | Courses | More ▾

Course Grade D/F	Repeated Courses	Withdrawn Courses	Missed Success Markers	Cumulative GPA
0	0	0	6 ▾	- ▾

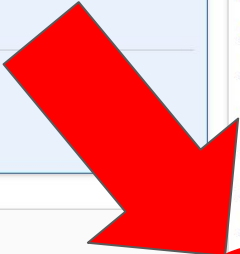| Total Credits Earned	Credit Completion % at this Institution
70.00	%

Overview

Business Admin BS (BUADBS)
Bachelor of Science
with a concentration in Finance (FINBS)
Coll - Business & Economics

Student ID
ux3060

Alternate ID
201703546

Classification
Junior

Options

I want to...

Message Student

Add a Note on this Student

Add a To-Do to this Student

Report on Appointment

Create Request for Appointment

Schedule an Appointment

Add to Student List

Issue an Alert/Referral

Edit User Settings

Upload Profile Picture

Impersonate User

Cases

NAVIGATE

ISSUE ALERT/REFERRAL   ✕

Student

Please select a reason   ✕ Alert lvl 3: Missing Assignments Can NOT Be Made Up Case

Is this associated with a specific class?   MGMT-370-01-LEC Business, Govt & Society   ▼

Additional Comments

Please enter a comment.

Below you will find the details for each Alert/Referral Reason chosen and what action(s) will be taken.

Alert lvl 3: Missing Assignments Can NOT Be Made Up Case:

- Student will receive an email
- A case will be opened

Cancel   **Submit**

Course Grade
D/F

9 ▼

Total Credits
Earned

92.00

Repeated
Courses

3 ▼

Credit Comple
at this Instituti

77%

Overview

Business Admin BS (BUADBS)
Bachelor of Science
with a concentration in HRM &
Organizational Behavior (HRMOBBS)
Coll - Business & Economics

Major History ▼

Categories

Options

I want to...

Message Student

Add a Note on this Student

Add a To-Do to this Student

Report on Appointment

Schedule an Appointment

Add to Student List

Issue an Alert/Referral

Impersonate User

Current Alert/Referrals

Active Appt. Campaigns

Student is not involved in a
campaigns

② Support

BUILDING BRIDGES

Department Contacts

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Bay Advisor Notes/Reports

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Bay Advisor Alerts/Cases

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Faculty Survey

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BEST PRACTICES

Best Practice #1

Warm referrals are best!

We really appreciate when you introduce a student to us via email, and highlight a few ways we can help! Students are more likely to meet with us if they are referred from someone they trust (you).

Best Practice #2

We love context of why you're creating a progress report or case :) Instead of just "suggest to withdraw", put in a short note to help us help the student.

Please give us time to reach out and connect with the student. You can see who it's assigned to in BayAdvisor. Reach out to us directly for updates.

Scenarios

Directly Going to PSC (Level 4)

- Student is struggling with writing and quizzes in the course (Progress Report scenario)
- Suggest to withdraw (Case scenario)
- Missed midterm/exam (Case scenario)
- Sudden change in performance or behavior (Case scenario)
- "Other" (Case scenario)

Scenarios

Withdrawal deadline already passed…

Student experienced recent death in family that is making them feel unsure about school, not submitting assignments within the past two weeks and not responding to emails

Scenarios

Student did not submit first paper (10% of final grade) and midterm paper (25% of final grade). They can be made up for half-credit. Also missed four in-class discussions (can also be made up for half-credit). Sent email and offered to go over strategies.

Scenarios

Student reports learning disability, which is affecting quiz-taking. Needs to meet with Accessibility Services to ensure accessible course materials. Student not completing quizzes due to inaccessibility on Canvas and in reading assignments.

Scenarios

Student hasn't logged into Canvas in over a month and currently has 2% in course, sent multiple emails asking them to meet and go over a plan together, no response so far

Scenarios

The progress report campaign has started and you notice that a couple of the students who are struggling in your class are not listed on the progress report campaign? How can you send an 'alert' for students who are not part of the progress report campaign?

THANK YOU

Questions?