

# Retreat Q&As from Nov. 3, 2023

Department Chair/ Enrollment Management/ Guided Pathways

May 3, 2024

## COMMUNICATIONS TO STUDENTS

Q: How do we reach out to students on a pathway or in a major?

A: Institutional Effectiveness at colleges and district office have created dashboards and reports on students in majors. Engagement Center personnel can access this information and reach out to students.

Q: How do we best communicate resources with students?

A: Faculty are key component because they can reach students. Integrate engagement centers with information to be distributed. Colleges are using holistic supports. Students that are new to pathways watch video modules. As students go through the modules, they complete surveys which indicate not only academic program selected but also student self-identified areas of need. Survey results are shared with various campus programs for outreach to students.

Q: How do we communicate with students specific to their pathway or program of study?

A: Faculty are key component because they can reach students. Integrate engagement centers with information to be distributed

Q: Who are the new students to our pathway and how can I support them?

A: NC School of Business receives list of students' contact information. Holistic student support approach (needs and interests) – see questions above.

## COUNSELING, PATHWAYS & CHANGES IN MAJOR

Q: Sometimes students change majors in EduNav. How is this communicated?

A: Students can change major officially in My Portal. In EduNav, students can change to any available program plan, but this is not the same as the Counselor-approved plan in EduNav. The unofficial planning in EduNav is not communicated. The official plan changes in MyPortal are communicated **HOW? WHAT ACUTALLY HAPPENS?**

Q: Can anthology help us notify students that they're in a new major (e.g., admitted to nursing) and they now have a new home college?

A: Students will not be able to change majors as easily in Self-Service and in Anthology. **(get more details from Chris B.)**

Q: **How many students have earned 20 units but do not have a CSEP?**

A: **[answer]**

Q: Do SEPs need to be at home college?

A: Yes, students can see a counselor at any college, but SEPs need to be at home college.

## REGISTRATION

Q: If a class is closed, can EduNav present other options?

A: Yes, the new 5.6.0 version of EduNav does have options available. Currently, it is only available in staging for testing. We are providing feedback because there is room for

improvement and more effective solutions that could be in place. We do not have an ETA as to when this version will be available to go live. Please let me know if you have further questions for me.

Q: How do we Institutionalize process to share waitlists?

A: Currently shared through informal processes. This needs to be formalized.

Q: How do we improve student experiences?

A: Decrease number of logins by streamlining passwords and systems.  
System Personal Profile update – keep it simple

#### [ENGAGEMENT CENTERS/ STUDENT RESOURCES](#)

Q: What types of spaces do we provide and why not provided at all 3 colleges?

A: The Guided Pathways college leads and GP Subcommittee are working on the standard of care for each school or academic pathways. The standard includes personnel and space considerations. The Chancellor has expressed commitment to funding the standard of care.

Q: Who sends students with new major to a different engagement center?

A: [answer]