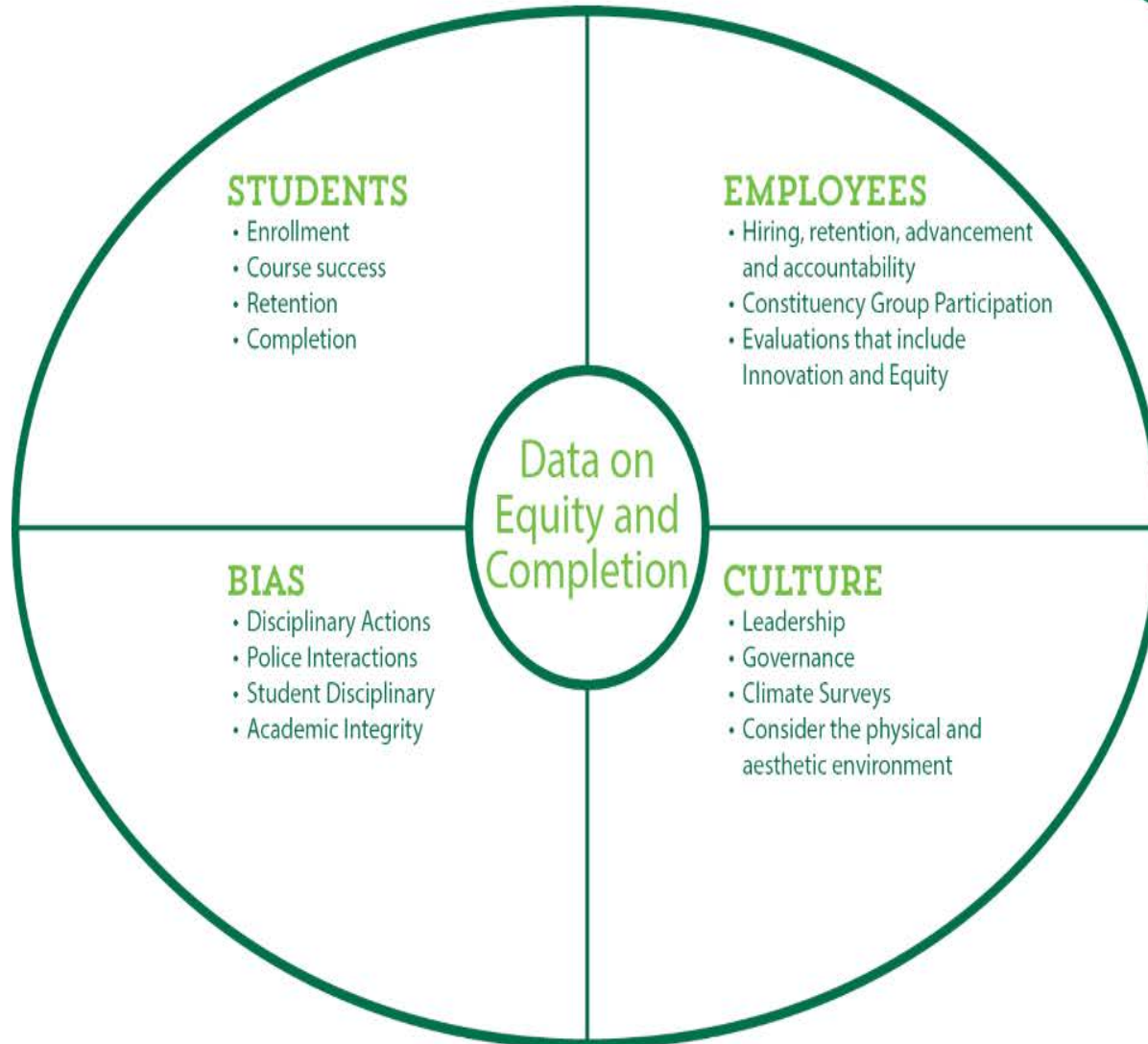


PARTNERSHIP, NOT PATHWAY



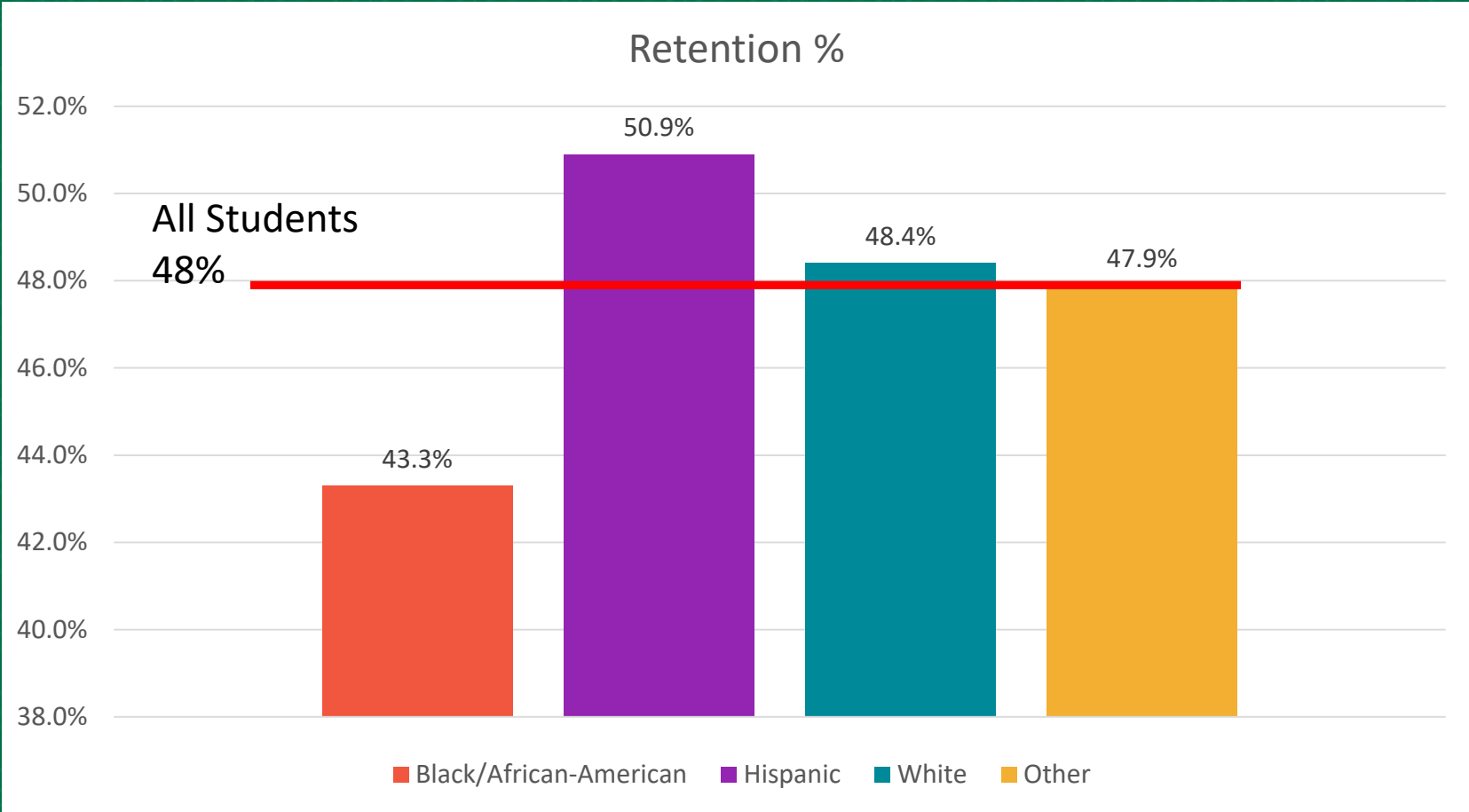
Belonging, Equity, Diversity and Inclusion (BEDI) Framework:



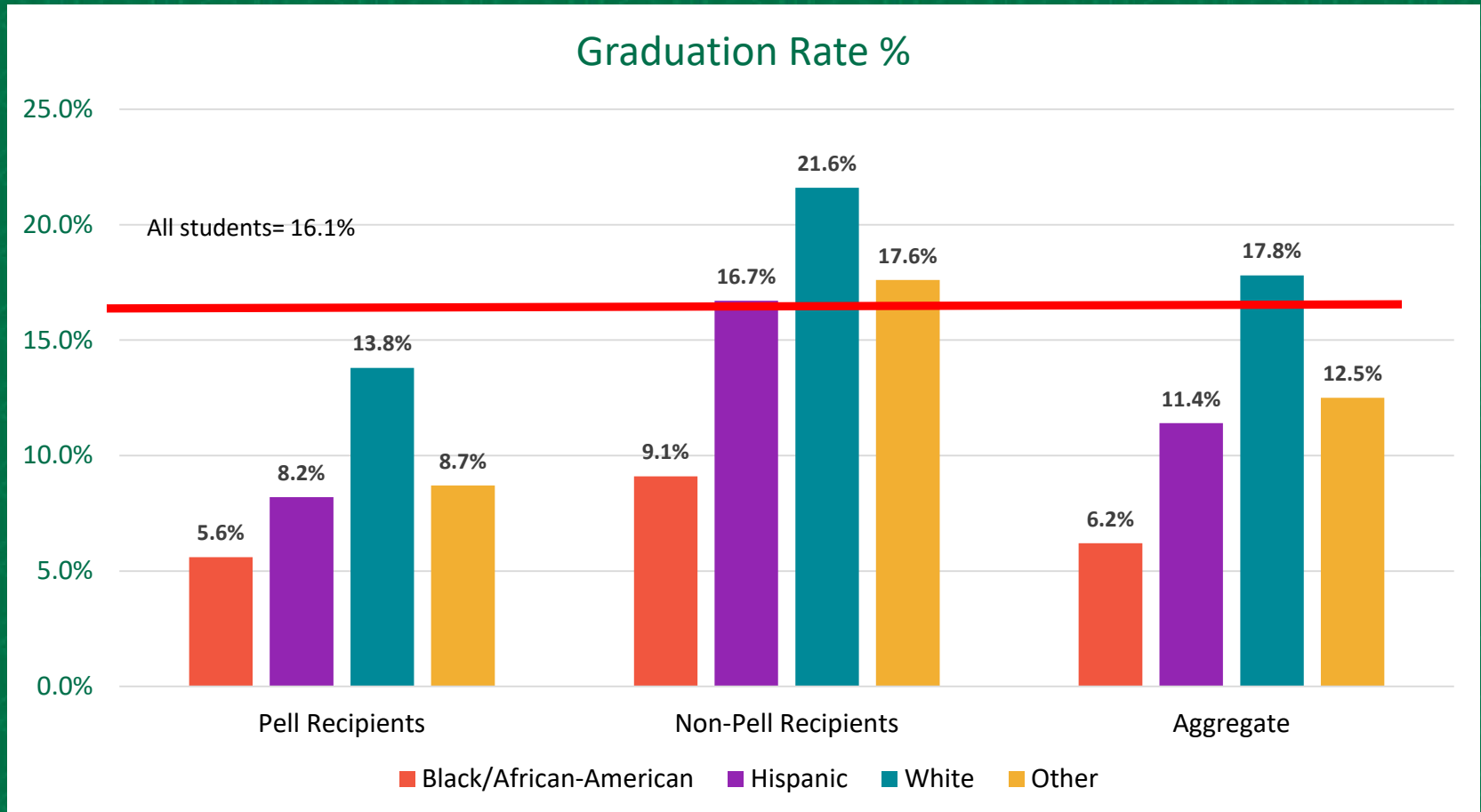


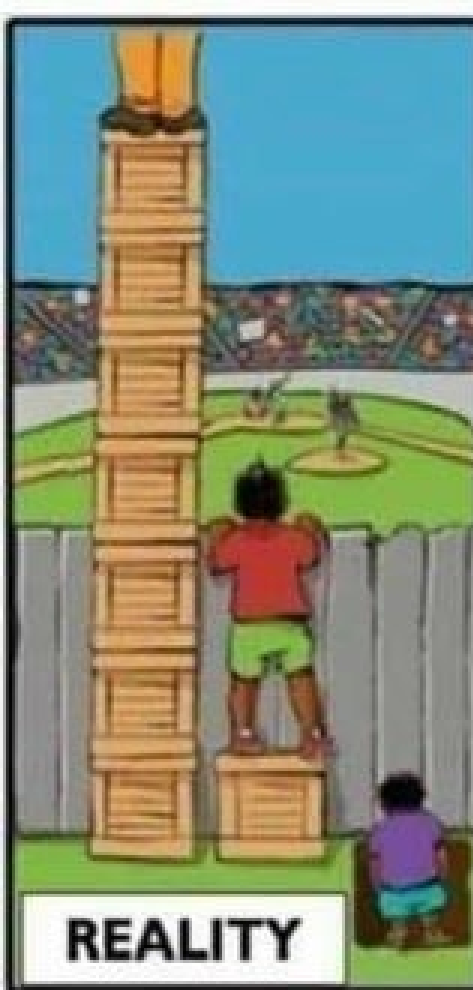
Fall 2020-2021 Retention Rates by Race and Ethnicity

Dr. Gavin's Proposed in 4 Years: 62%



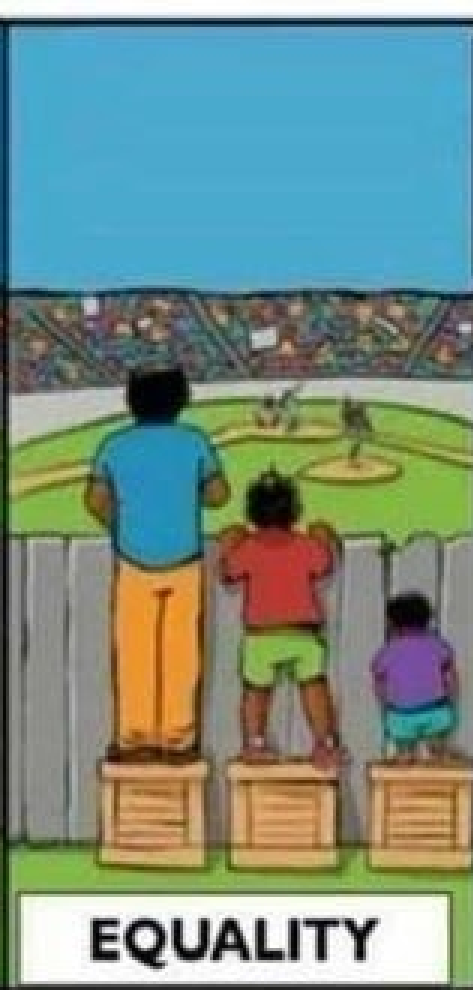
Graduation Rates by Race + Ethnicity + Pell





REALITY

One gets **more than** is needed, while the other gets **less than** is needed. Thus, a huge disparity is created.



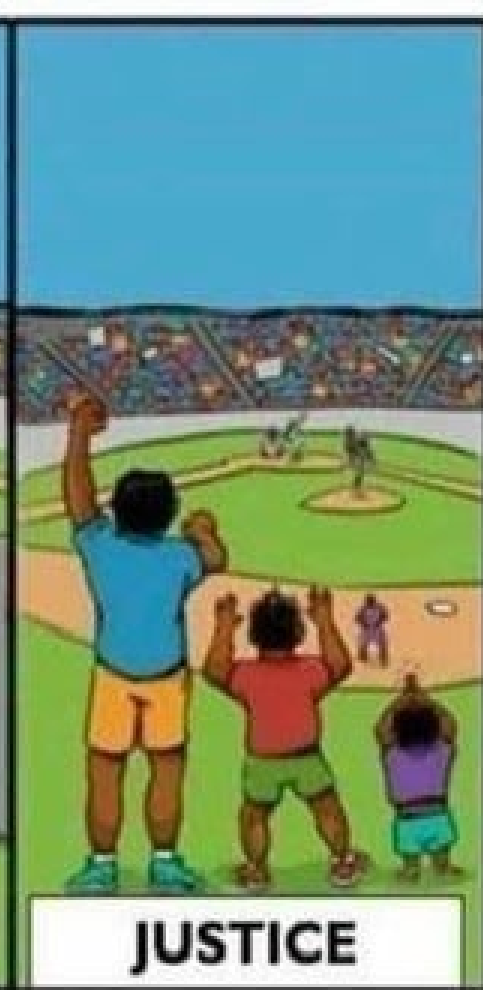
EQUALITY

The assumption is that **everyone benefits from the same supports**. This is considered to be equal treatment.



EQUITY

Everyone gets the support they need, which produces equity.



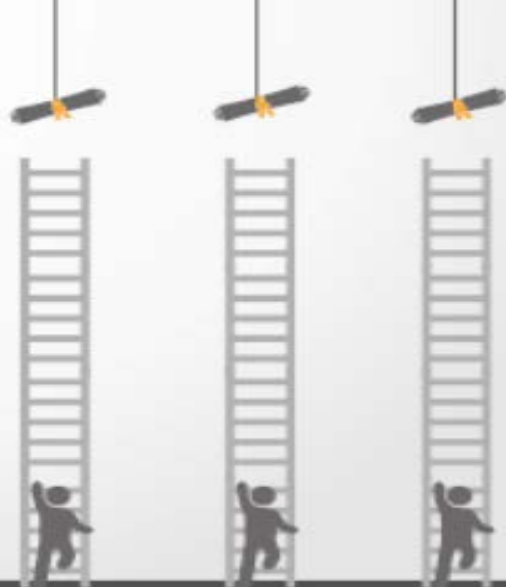
JUSTICE

All 3 can see the game without supports or accommodations because **the cause(s) of the inequity was addressed**. The systemic barrier has been removed.

1.

EQUALITY
imagines an equal world.

"I care about all students equally"

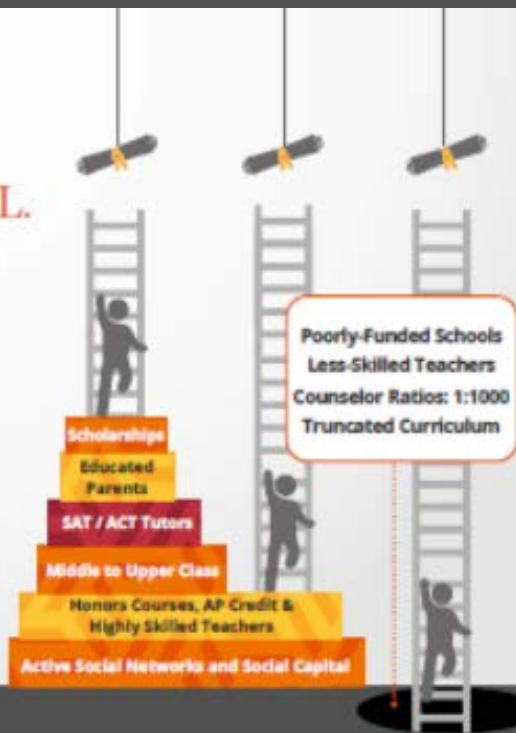


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2.

But the world
ISN'T EQUAL.



3.

And it has
BIAS AND SYSTEMIC RACISM.





4.

Within this same picture, a **DIVERSITY** lens focuses only on bringing more students into an unequal pathway.



5.

In contrast, **EQUITY** redirects resources to the pathways with greatest need to fix barriers and intentionally provide support.



Process Leading to Today

1. Listening sessions in fall
2. Feb-March, met with each office prior to retreat
3. Retreat
4. Survey of retreat

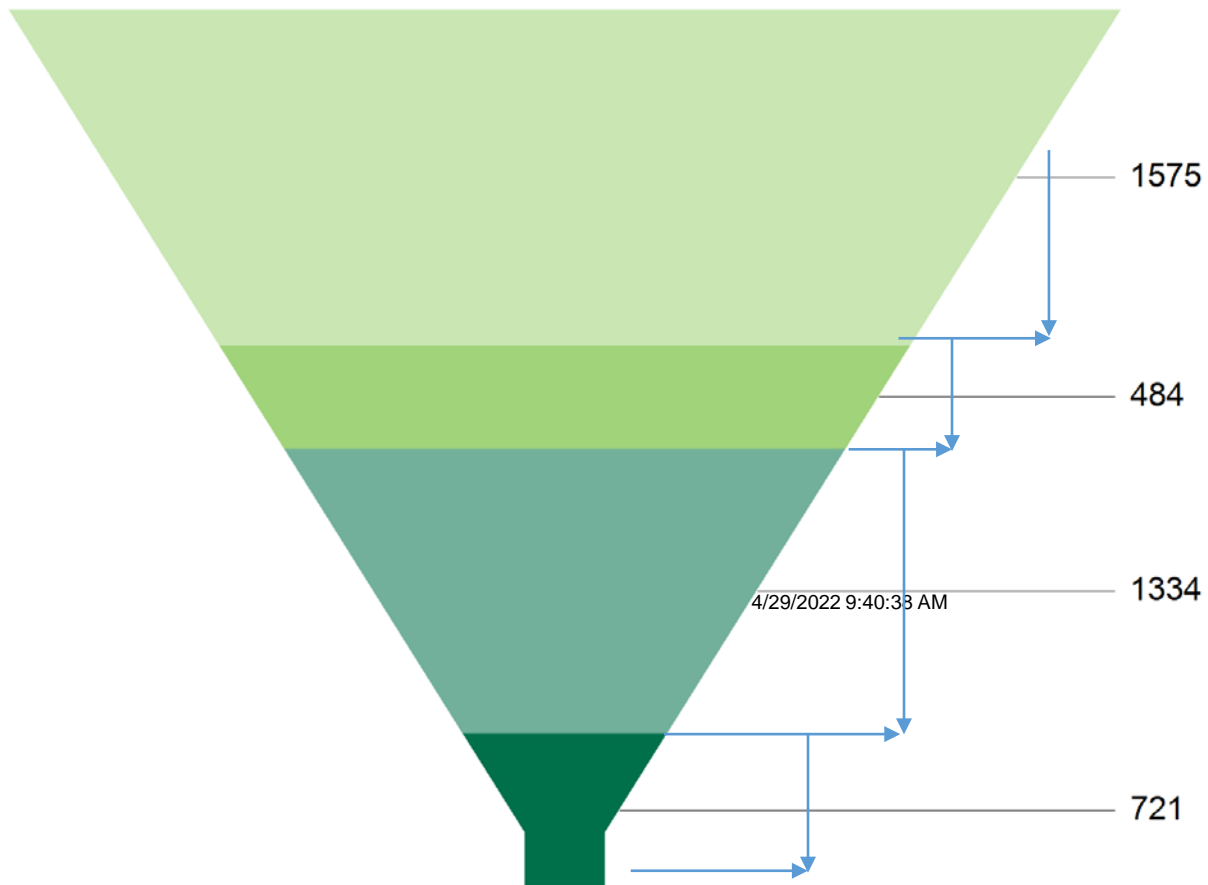
What I Heard

1. Connection with students is primary concern
2. Employees want to feel valued for their expertise
3. There has been so much change, some feel uncertain that the next iteration will be 'real'

Activity

Admissions Funnel

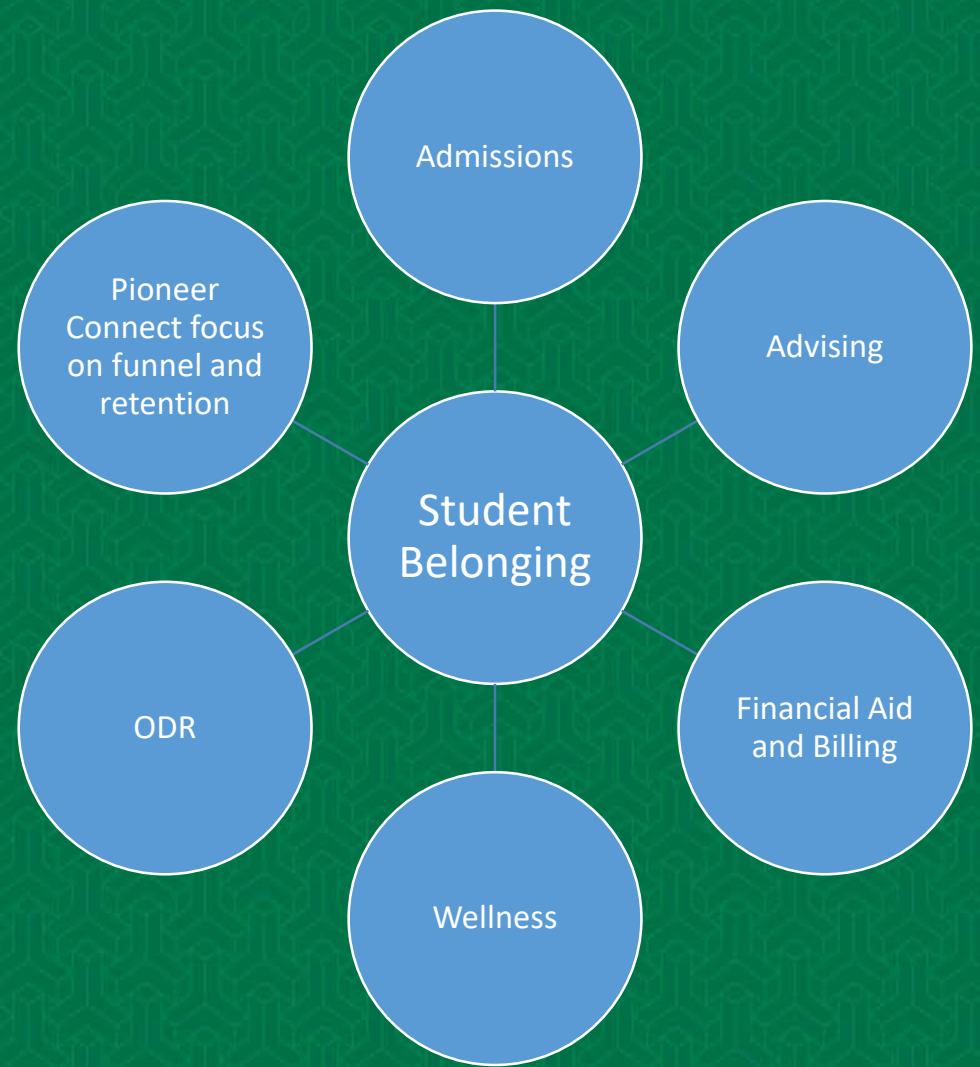
Applicants in Funnel: 4,114



- Applied
- Tested
- Orientation
- Enrolled

Opportunity

Not an Enrollment Funnel; A Completion Web



Moving toward Completion and Equity Focus in SES Requires Shifting Resources

- ✓ Caseload requires focus on transactional not transformational
- ✓ One-stop was envisioned where 7 staff were the one-stop
- ✓ One-stop build on top of a system; we need to consider the system itself as leading to the outcomes we currently see
- ✓ Our application-to-registration process and retention plans need resourcing

Where we are Going

- ✓ Each office will identify 3-4 tasks that, if taken off their plate, will allow them to focus on connection;
- ✓ These 3-4 will be explicitly-stated tasks for Pioneer Connect
- ✓ We will build off Pioneer Connect to re-imagine in concept and function the Student Journey
- ✓ 300/1 case load for advising through reallocation of resources
- ✓ Pioneer Connect will work with other offices to build capacity for retention efforts
- ✓ This means not all students will be routed to Pioneer Connect

STUDENT EMPOWERMENT PROCESS

Pioneer Connect Staff

Kiosk

Kiosk

DRAFT

Admissions

Student Wellness

Advisors by Meta-Major

Student Tech Support

Financial Education



What is the Difference Between a Net and a Gate

- Application vs. Welcome Packet/Tell us About Yourself
- Financial Aid vs. Learn how to Pay for College



REQUEST DENIED

Welcome to Pioneer Connect. Unfortunately, the department selected only accepts appointments during standard business hours: M-Th 8:00am-6:00pm, F 8:00am-4:00pm; not including holidays.

If needing support after hours, please email the appropriate office below and we'll get back with you the next business day:

Advising - advising@delta.edu

Financial Aid - financialaid@delta.edu

Registrar - registration@delta.edu

Please try again during standard business hours.

Next Steps

- May 3: 8-10:30 am all SES meeting to discuss
- May 9-10: AtD coach will be working with SES offices to ensure
 - We are all on the same page with vision and timing
- By November 2022: data collected from students and visits to other campuses to finalize planning for student wellness center
- For AY 22-23: We will begin to route students to offices if they need administrative help
- By Fall 2023:
 - A physical space that will accommodate our desire for students to have all or most of their support needs met
 - We will have a lattice/net of support around students from interest to completion with jobs re-imagined for student retention from interest to completion and based on metamajor