

Maricopa Community Colleges Innovation of the Year Application

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College	Project title
Glendale	<i>GaUCHO101: Advisement and Enrollment Workshop</i>

Team members - List the team members involved in this project, including yourself. Provide name, job title, email for each. One person per line.

Angie Wisniewski Bauer - Coordinator, Student Success Programs, angie.wisniewski@gccaz.edu
 Mari Licking - Student Services Specialist, marianna.licking@gccaz.edu
 Danny Chavez – Student Services Specialist, danny.chavez@gccaz.edu

In collaboration with:

The SSI Steering Team - co-chaired by Dr. Teresa Leyba Ruiz and Dr. David Gerkin;
 The SSI Implementation Team - co-chaired by Angie Wisniewski Bauer and Jackie Serna;
 with representatives from Academic and Student Affairs including Administration; Advisement; Admissions & Records; Counseling; Testing; and the Office of Strategy, Planning & Accountability (SPA).

A team photograph including all members must accompany this application. Photograph must be 5"x7" and 300dpi or larger. Create a caption for this photograph identifying team members (using full names) in order of appearance from left to right.

Please see attached: Mari Licking, Angie Wisniewski Bauer, Danny Chavez

Executive summary (50 words or less)

GaUCHO101: Advisement and Enrollment Workshop

GaUCHO101 Advisement and Enrollment Workshop is a comprehensive enrollment program at Glendale Community College designed to streamline the enrollment process and provide support to first-time college students in their transition to college. Part of the ongoing orientation process, GaUCHO101 offers a simple, educational, and empowering self-paced online tutorial delivered under advisor guidance; resulting in an innovative, student-focused program that prepares students for academic success.

Innovations should include information that addresses all of the criterion below and is in alignment with the [Maricopa Vision, Mission, and Value Statements](#).

Quality: It is evident that the innovation increases "quality" in the course, program, office, or institution.

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Criteria No. 1: Quality Maricopa Value: Education

GaUCHO101: Advisement and Enrollment Workshop was created with the intention of streamlining the intake process for the SSI cohort, defined as first-time college students seeking a degree or transfer to college or university; while focusing on increasing enrollment in mandated courses: New Student Orientation, developmental education courses within the first year, and the College Success Course – CPD150, when appropriate based on placement scores. *GaUCHO101: Advisement and Enrollment Workshop* began as a pilot program in the Spring of 2014, resulting in a dramatic increase in enrollment in New Student Orientation and the Student Success Course-CPD150 for students who completed the workshop. Both programs are part of the MCCC Student Success Initiative (SSI) mandates proven to increase persistence and retention among new students. *GaUCHO101* increases the quality of first-semester advising by taking an innovative, efficient, cost effective, creative, and customer service-focused approach to delivering consistent information and guidance during a session that is both engaging and empowering. *GaUCHO101* is unique in its self-paced, team-supervised online model that allows for group sessions while still providing one-on-one interaction between the student and advisors. During the session, students advance at individual pace while taking charge of their education and building their schedules using college technology. Additionally, the friendly group-setting of *GaUCHO101* provides an ideal opportunity to begin relationship-building with the advisors as well as fellow students. The implementation of the pilot in Fall 2014 resulted in approximately 3,000 visits; and 96% enrollment in New Student Orientation and 76% enrollment in the College Success Course – CPD150 among nearly 50% of the SSI cohort that came through *GaUCHO101*. In Fall 2015, *GaUCHO101* reported approximately 5,000 visits; and 94% enrollment in New Student Orientation and 76% enrollment in the College Success Course – CPD150 among nearly 50% of the SSI cohort that came through *GaUCHO101*. The goal of *GaUCHO101* is to advise 90% of the Student Success Initiative cohort, or approximately 4,000 new students annually.

Efficiency: There is evidence that the innovation contributes to a more efficient way of doing things.

Criteria No. 2: Efficiency Maricopa Value: Responsibility

By maximizing the use of technology, space, and staff, *GaUCHO101: Advisement and Enrollment Workshop* has advised over 5,000 students since its March 2014 launch. The self-paced online, supervised model enables the Student Success Team of three full-time employees and one part-time employee to advise up to 20 students at a time, all day, during normal business hours; averaging 100-120 students per day during peak summer months. Further, the self-paced model ensures constant turnover with minimal wait times during peak hours. The online Canvas-based model familiarizes students with college technology as they must use 'Find a Class' to locate their classes, and log into and navigate their Student Center to complete enrollment. *GaUCHO101* clearly illustrates resource maximization, as the Student Success Team fully oversees and facilitates the *GaUCHO101* program, permitting continual access to the service versus a model with limited scheduled dates and times.

Cost effectiveness: There is evidence that the innovation adds a value to the institution while at the same time containing or reducing costs.

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Criteria No. 3: Cost Effectiveness

Maricopa Value: Responsibility

Gaucha101: Advisement and Enrollment Workshop was developed and implemented with no additional funds by relying solely on repurposed and currently available resources. Within less than three months of inception, the Implementation team was able to identify an ideal location, furnish a room with tables and laptop computers, and provide supporting materials in the form of handouts and custom-made folders for the students to begin the pilot in March 2014. As of May 2015, *Gaucha101: Advisement and Enrollment Workshop* received its own dedicated space in order satisfy a growing demand for student success services. The current space is located with Testing Services to allow a seamless handoff between the enrollment steps, and holds twenty workstations furnished with Chromebooks for an efficient and comfortable facilitation of the program. *Gaucha101* has proven to be sustainable by a team of three full-time employees. Future plans include expanding student success services to include Early Alert, designed to identify at-risk students early in the semester and intervene with success strategies to support the students in their goal of college graduation.

Replication: The innovation selected can be replicated in other institutions with a minimum of difficulty.

Criteria No. 4: Replication

Maricopa Value: Excellence

Creating success practices for first-time college students by streamlining the intake process within the MCCCDC policies is reflective of the commitment of Glendale Community College to the Student Success Initiative (SSI) cohort, part of the ONE Maricopa vision. As *Gaucha101: Advisement and Enrollment Workshop* was implemented with no additional funds or resources, it provides a model that is easy to replicate at other colleges. With a simple Canvas-based student tutorial that can be adjusted to reflect information appropriate to a given campus, support of the original *Gaucha101* Team, and a convenient and efficient ongoing sign-in model during working hours; *Gaucha101* offers the possibility of serving the maximum number of students with minimal staffing needs. The *Gaucha101* team has hosted several sister colleges who visited to learn about the workshop, and offered assistance in recreating the program at their campus.

Creativity: The innovation should be as original as possible or the adaptation should be creative.

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Criteria No. 5: Creativity

Maricopa Value: **Excellence**

While most sister colleges offer some type of new student advisement model, *GaUCHO101: Advisement and Enrollment Workshop* is unique in its self-paced, online delivery model that allows for independent learning in a group setting under the guidance of trained student services specialists. This approach further allows ongoing advisement of up to 20 students at a time, with a high turnover time and minimal wait times, resulting in up to 120 students being advised per day during peak summer times. The *GaUCHO101* model utilizes the Canvas platform, incorporates length-appropriate tutorial videos created specifically for *GaUCHO101*, provides the students with the ability to complete the sessions in as little or as much time as needed, and is the only new-student advisement model that offers services all day during normal working hours without the need to schedule appointments or be limited to set session times. *GaUCHO101* was recently recognized as a program that has shown excellence in preparing and transitioning students into postsecondary education with the *2015 Arizona Pathways to Postsecondary Education Award*.

Timeliness: The innovation should not be more than five years old in the institution, but it must have been around long enough to be tested so that it meets most of the criteria.

Criteria No. 6: Timeliness

Maricopa Value: **Excellence**

The *GaUCHO101: Advisement and Enrollment Workshop* was implemented as a pilot program on March 17, 2014, with the start of open registration for Summer/Fall 2014. Between March and August that year, nearly 3,000 students visited *GaUCHO101*; and 1,729 SSI students completed *GaUCHO101* by building their schedule, with 96% enrolling in New Student Orientation and 77% enrolling in the College Success Course – CPD150. In Fall 2015, *GaUCHO101* reported approximately 5,000 visits; and 1,695 SSI students completed *GaUCHO101* by building their schedule, with 94% enrolling in New Student Orientation and 76% enrolling in the College Success Course – CPD150. *GaUCHO101* intends to advise 90% of the Student Success Initiative cohort, or approximately 4,000 new students annually.

Learning: The results of the innovation have been shared with others for the benefit of students throughout Maricopa.

Criteria No. 7: Learning

Maricopa Value: **Education**

GaUCHO101: GCC's Collaborative Approach to Developmental Students' Success was presented at the first annual Arizona Association for Developmental Education Conference in January 2015. Further, *GaUCHO101* was presented at the October 2015 Student Success Conference in *Advising 360: Glendale Community College, Looking Toward the Future in Academic Advisement*. The program has also been presented at the NSO District Council meetings to representatives from the Maricopa sister colleges. Additionally, the Student Success Team has been visited by colleagues from Chandler-Gilbert Community College, Rio Salado Community College, and Estrella Mountain Community College and provided them with information on how to recreate the *GaUCHO101: Advisement and Enrollment Workshop* at their college. An overview of *GaUCHO101: Enrollment and Advisement Workshop* was presented at the *Developing Arizona's Human Capital Conference* in November 2015 where *GaUCHO101* was the recipient of the *2015 Arizona Pathways to Postsecondary Education Award*.

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Collaboration: The innovation successfully demonstrates collaboration, teamwork, and cooperation to ensure continuous process improvement efforts on behalf of students throughout Maricopa.

Criteria No. 8: Collaboration
Maricopa Value: Excellence

The successful implementation of the *Gaucha101: Advisement and Enrollment Workshop* is a result of the collaboration between representatives from Academic and Student Affairs including Administration; Advisement; Admissions & Records; Counseling; Testing; the Office of Strategy, Planning & Accountability (SPA); and the Student Success Team; who contributed to the development of this highly-functional group advising model. The Student Success Team includes a program coordinator, two full-time student services-specialists, and a part-time student services specialist to assist during peak times. This team of three full-time and one part-time RPS summer help serves upwards of 120 students per day during high-enrollment weeks. Enrollment data is continuously tracked by the Office of Strategy, Planning & Accountability (SPA); and the program is relentlessly innovated to ensure an optimal student experience.