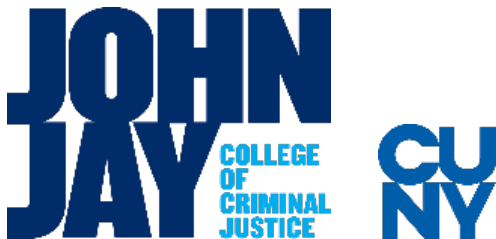


Passing the torch: **Utilizing the Power of Peer** **Coaching to Impact Transfer** **Student Success and Retention**

Nancy Yang

Associate Director for Student Success Initiatives

NYSTAA Conference 2018



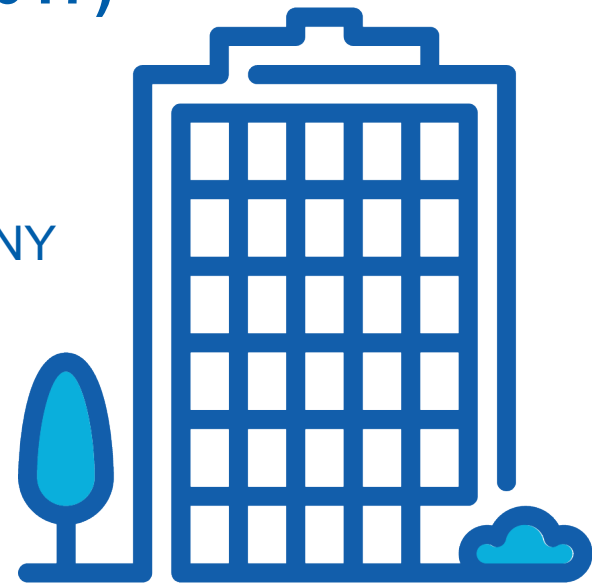
John Jay College – Institutional Summary

John Jay College Enrollment Characteristics

- Undergraduates: 13,000
- Student body: 47% Hispanic, 20% White, 17% Black, 10% Asian
- 47% first-generation college students

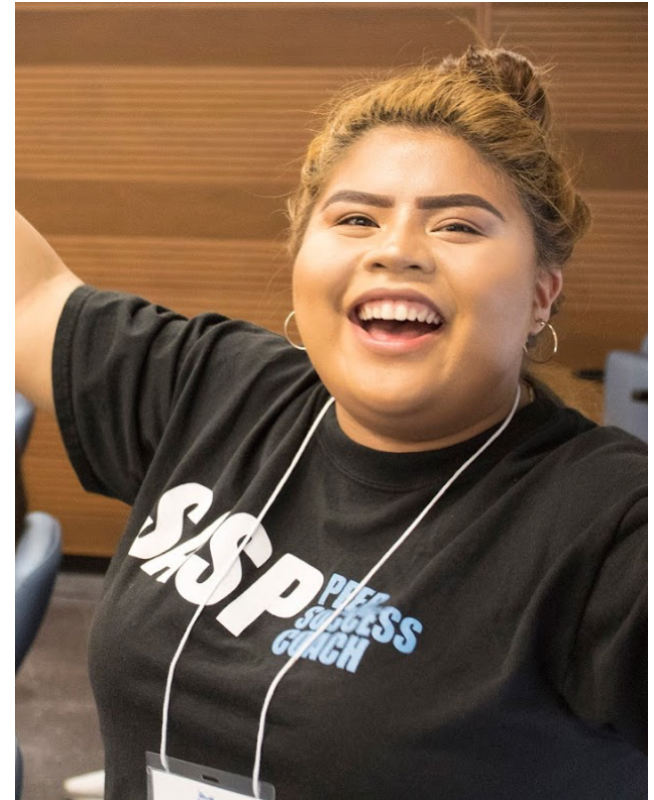
Transfer Student Enrollment (2016–2017)

- 60% of newly enrolled students
- 40% of new transfer students transition through
CUNY Justice Academy
 - Dual degree program in partnership with six CUNY community colleges



Session Outline

1. Supporting transfer success at John Jay
2. Peer Success Coach goals and roles
3. Coaching impact on new transfer GPA and reenrollment
4. Peer Success Coach Program details
5. Passing the torch to YOU
6. Q&A





**IMPORTANT DEADLINES AND
DACA UPDATES**

Peer Success Coaches at John Jay College

	2011	2012	2013	2014	2015	2016	2017
Freshman	16	13	17	18	17	13	15
Transfer	-	3	4	4	4	5	7
Adelante	-	2	4	6	6	6	6
APPLE Corps	-	-	-	-	4	5	6
CSIS	-	-	-	-	-	-	5
Total	16	18	25	28	31	29	39

Supporting Transfer Success at John Jay College

Pre-transfer engagement at community colleges

- Welcome letters, newsletters, and social media engagement to joint degree students
- Campus visits

First semester transfer success

- Transfer Orientation
- Welcome events
- Postgraduate success workshops
- Transfer Seminars + peer success coach support

Transfer Seminars: Building an academic community

- 3-credit, 300-level general education requirement designed to support transfer student success
- Smaller class sizes (25 vs. 30+)
- Hand-picked faculty
- Available for ~20% (800) of incoming transfers each year
 - 16 sections each semester

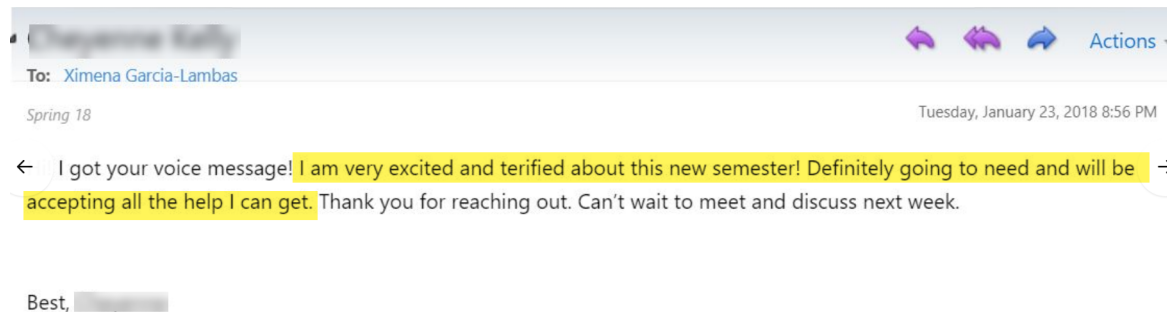


The Power of Peer Success Coaches to Support the Transfer Transition

Peers are the most influential force impacting growth and development during the undergraduate years (Astin, 1993)

Harnessing this influential power, transfer peer success coaches:

- Assist transfers in a *new* transition – new campus, new resources, new academic expectations
- Help build social capital in a new environment
- Support academic and postgraduate goal-setting and planning
- Serve as successful role models



From: [Redacted]
Sent: Tuesday, January 23, 2018 12:08 PM
To: Yujerly Paulino
Cc: Nancy Yang
Subject: RE: Greeting from your LLS 341.03
Peer Success Coach

Hi good afternoon;
My name is Gabriela Macas and I am transferring from ASA College where I obtained a Criminal Justice Associates. This spring semester I'll be a junior majoring in Forensic Psychology. Thank your for the nice welcoming and offering help. I'm very excited about starting classes. I'd like to know if you have any idea of what did i miss on the transfer orientation, since i couldn't attend it because I'm still in class on my college. Also, you know when do new students get their student ID? And if it possible for a transfer student to graduate with a minor? I'd prefer to schedule an appointment to talk to you guys, because i have so many questions and concern about this new semester. See you in class.

Transfer Peer Success Coaches

Goals & Roles - in & out of the Classroom

Course Support*

- Work with faculty to support academic success
- Support Early intervention efforts & ongoing student support
- Arrange faculty/student group lunches

College Success

- Send weekly success tip emails and texts
- Provide college deadline and policy reminders

Campus Connections

- Promote and facilitate transfer welcome events
- Introduce student organizations & campus involvement
- Refer to campus resources

Planning

- Support academic and postgraduate goal-setting and planning
- Support on-time graduation and re-enrollment

Success Coaching Sessions

Providing Individualized Support

- 30–45 minute session
- Encouraged by all transfer seminar faculty; incentivized by some
- Structured focus in four areas

Background
& Obstacles

Academic
Expectations

SMART
Goal-Setting

Action Plan



successcoach_nancy • Follow
John Jay College of Criminal Justice

successcoach_nancy Super secret inside look at @jjaysasp Peer Success Coach Stacey facilitating a group success coaching session. Those peers are incredible (I know, I know. I'm biased). #myjohnjay #jjcstudents #jjcacademicjourney #Repost @jjcstudents with @get_repost

As Peer Success Coaches for freshmen students, we meet with each of our students at least once a semester for Success Coaching Sessions. Today...



35 likes

MARCH 28

Success Coaching Area 1: Background and Potential Obstacles

ACADEMIC JOURNEY Success Form

CONNECT PLAN EXPAND

Name _____

Major _____

Semester _____

FYS/TS/Other _____

Path to Success

Why is it important that you attend college? _____

Who are your biggest supporters? _____

What are your obligations outside of class? _____

What are your interests/hobbies? _____

What are your strategies for dealing with stress (e.g., exercise, friends, etc.)? _____

Potential Obstacles

What are some potential obstacles to your success?

Academic

- ☐ Poor test-taking skills
- ☐ Poor study skills
- ☐ Lack of time management
- ☐ Poor reading/writing skills

Financial

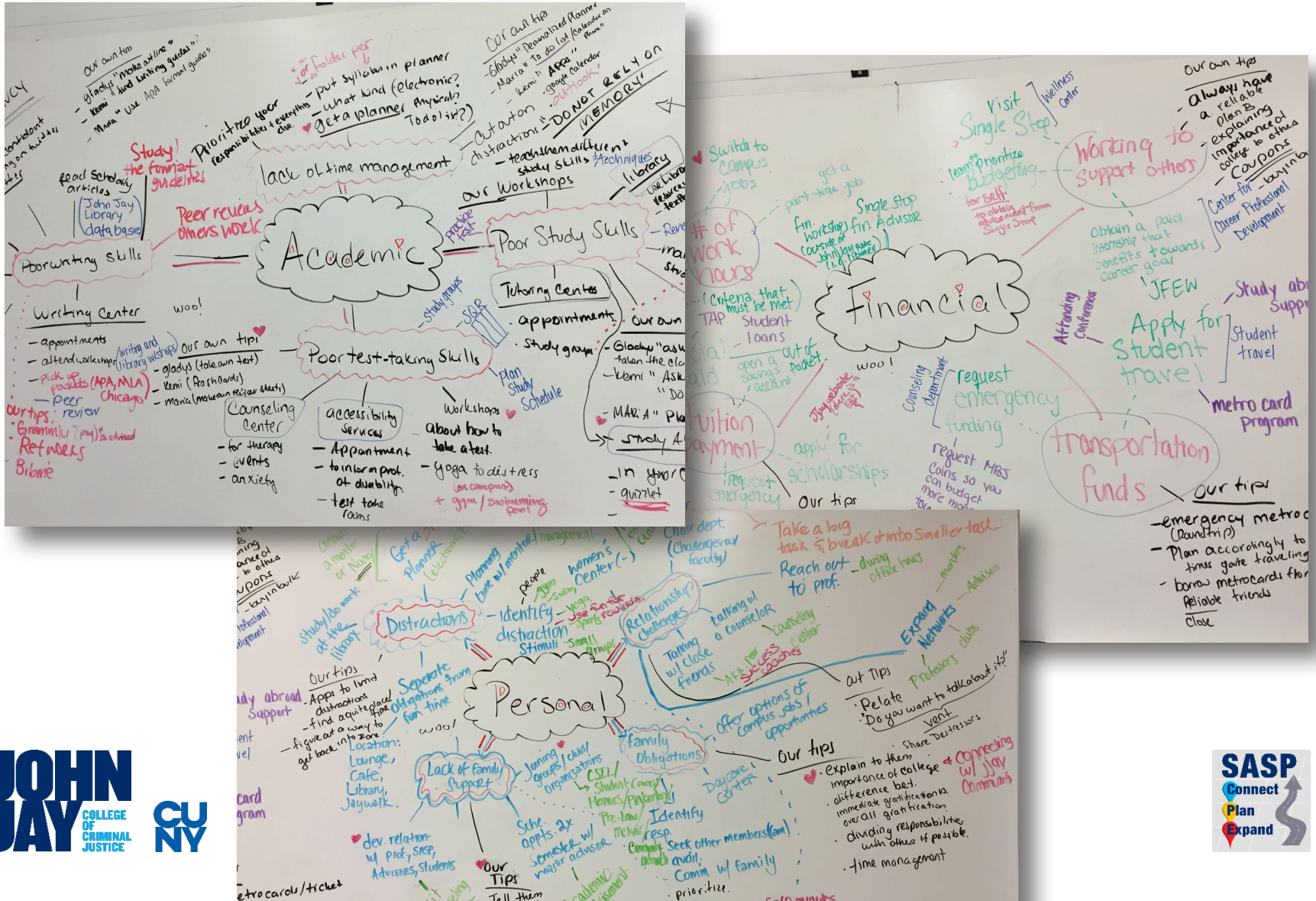
- ☐ Number of work hours
- ☐ Working to support others
- ☐ Tuition Payment
- ☐ Need more financial support

Personal

- ☐ Lack of family support
- ☐ Family obligations
- ☐ Relationship challenges
- ☐ Distractions (e.g., games, TV)

If other, please
describe _____

Success Coaching Area 1: Background and Potential Obstacles



Success Coaching Area 2: Academic Expectations

Classes

Course Name	Professor	Grade Goal	Grade Estimate
1.			
2.			
3.			
4.			
5.			
6.			

GPA Goal: Semester ____ Cumulative ____

GRADES BREAKDOWN														
A	4.0	93–100	B+	3.3	87.1–89.9	C+	2.3	77.1–79.9	D+	1.3	67.1–69.9	F	0.0	Below 60
A-	3.7	90–92.9	B	3.0	83–87	C	2.0	73–77	D	1.0	63–67			
			B-	2.7	80–82.9	C-	1.7	70–72.9	D-	0.7	60–62.9			

Success Coaching Area 3: SMART Goal Setting

Goals (SPECIFIC, MEASURABLE, ATTAINABLE, RELEVANT, TIMELY)

What long-term goals would you like to accomplish? _____

What short-term goals would you like to accomplish that will help you accomplish the above? _____

Success Coaching Area 4:

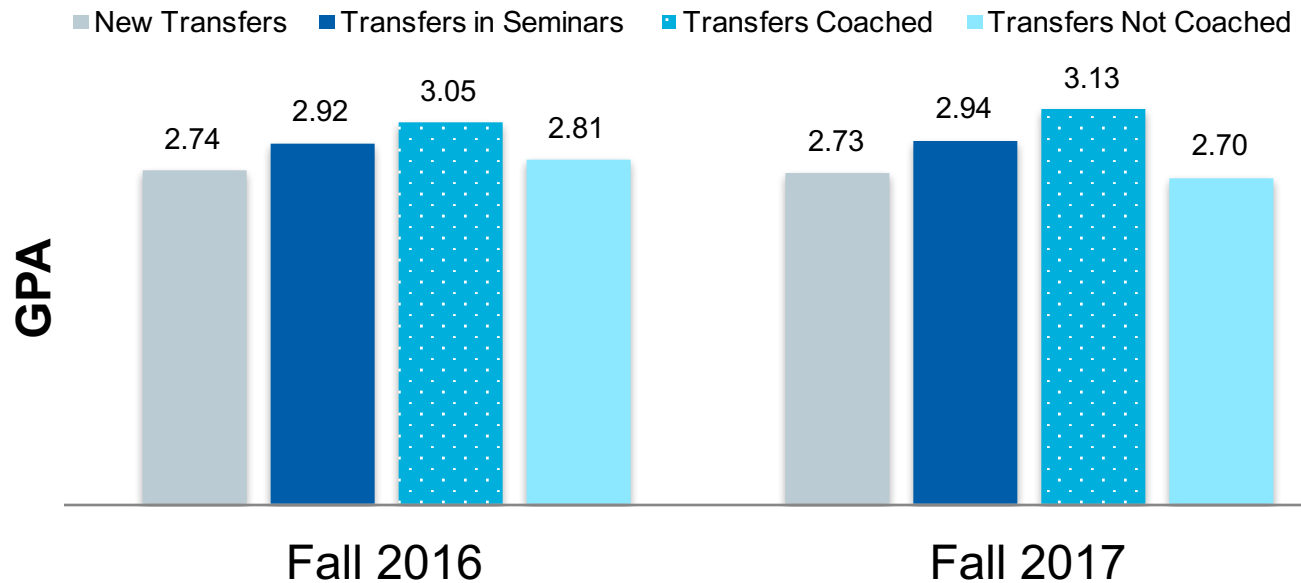
Action Planning w/Focus on Re-Enrollment

Action Plan

What are some tasks you need to complete to achieve your goals?

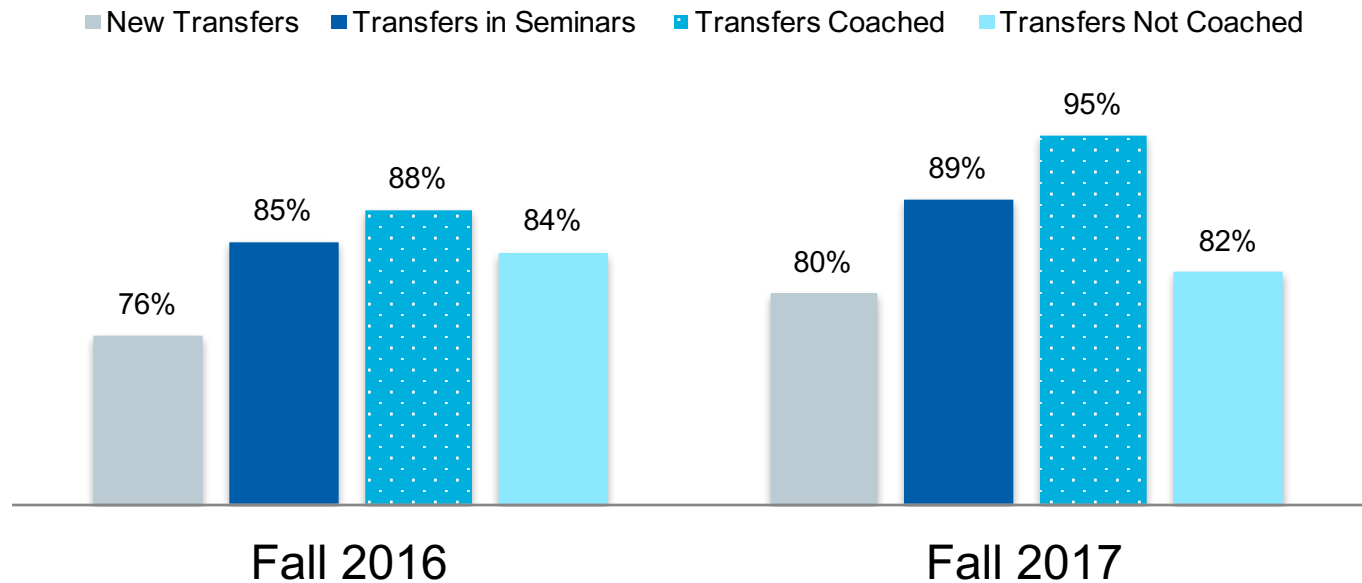
<input type="checkbox"/> Check CUNYfirst to-do list for outstanding items	Deadline:
<input type="checkbox"/> Discuss academic progress plan (complete current courses, 15 credits/semester)	Deadline:
<input type="checkbox"/> Discuss plan for paying tuition	Deadline:
<input type="checkbox"/>	Deadline:
<input type="checkbox"/>	Deadline:
<input type="checkbox"/>	Deadline:
<input type="checkbox"/>	Deadline:
<input type="checkbox"/>	Deadline:

Success Coaching Impact on First Semester GPA



Total New Transfers	1795	1878
Transfers in Seminars	355	374
Transfers Coached	43% (155)	55% (207)
Transfers Not Coached	57% (201)	45% (167)

Success Coaching Impact on One Semester Re-Enrollment



Total New Transfers	1795	1878
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Transfers Not Coached	57% (201)	45% (167)

Peer Success Coach Program Details

How the Magic Happens

- **1 Peer Success Coach : 50 Transfer Students (800/year)**
- **Compensation**
 - Peer Success Coaches make \$13.50/hour for ten hours a week
 - Team Leader makes \$14.50/hour for 13 hours a week
- **Eligibility**
 - Full time student at John Jay; preferably transfer student
 - 3.0 cumulative GPA
 - Earned between 15 and 90 credits
- **Recruitment** – application, recommendation, & two rounds of group interviews
 - Round 1: Natural coaching style, approach to supporting an at-risk student, collaborative skills, presentation skills
 - Round 2: Background information, fit with the team, natural ability to teach a success topic

Laying a Strong Foundation

Providing the Necessary Training

Introductory (MAY – 3 days)

- “Family” building
- Program goals, roles, and expectations
- Thorough understanding of target population
- Working with all stakeholders
- Campus resources

Pre-Semester (AUG – 2 days)

- Essential professional tools
- Preparations for phone calls and emails to students and professors
- Iron out fears and worries



Training Courses (FALL & SPRING)

- Foundational helping skills
- Creating and facilitating impactful success workshops
- Ongoing experiential learning & reflection

Passing the Torch on to YOU!

Replicating at \$, \$\$, \$\$\$

Find the students

- Consider ways to build a transfer cohort/community
 - Transfer success programs/ workshop series
 - Transfer seminars
 - Transfer clubs
- Collaborate with offices to reach transfer students
- Determine the needs

Launch the peers

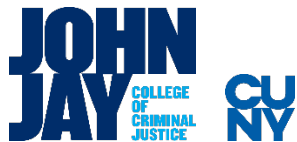
- Be clear about the goals of your peer program
- Pay your peers – work study, grants, scholarships
 - Course credit, priority registration
- Make training and supervision a priority
 - Team leaders are magical



Questions?



Contact Me



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www.jjay.cuny.edu/saspeers

