**Agenda for Coach’s First Visit to College**

*Source: Adapted with permission from Achieving the Dream*

**DAY 1**

**Meeting with President or Primary Contact to Set the Stage for the Visit**

**Introductions, Goals and Objectives of the Site Visit** (10 minutes)

*Participants: Student Success Team members and coach(es)*

* Establish a strong foundation and common understanding of quantitative and qualitative work that needs to be accomplished in advance of creating an action plan in the spring.

**Overview of Core and Data Teams** (20 minutes)

*Participants: Student Success Team members and coach(es)*

* Structure
* Membership
* Goals and objectives

**Debrief from Kickoff** (20-30 minutes)

*Participants: Student Success Team members and coach(es)*

* What did you learn that influenced the way you plan to approach this first planning year?
* Overview of any work that the team has done since being assigned a coach.

**Reviewing Data, Defining a Research Agenda and Case Making** (2 hours)

*Participants: Student Success Team members, Institutional Research team, and coach(es)*

* Review currently available disaggregated enrollment, retention, progression, and completion data.
	+ Where are students losing momentum? What concerns you the most?
	+ Which equity gaps are unacceptable? Where do you see the most urgency with respect to student success?
	+ What do you know / what hypotheses do you have about the root causes of these problems?
* Identify additional information that is needed to understand root causes, and where to get that information.
	+ How will you incorporate student voice?
	+ How will you incorporate best practices?
* Define hypotheses about the most important/troublesome/urgent student progress patterns.
	+ Where do you see the most opportunity for creating urgency to improve?

**Break for Lunch**

**Reviewing Current Student Experience: Overview of Current Structure, Processes, Challenges, and Opportunities** (4 hours in total; approximately 1 hour per area)

*Participants: Ideally coach(es) and all Student Success Team members so everyone starts out on the same page; if not possible, Student Success Team members in their functional areas. Faculty leadership included in academics meeting.*

* Admissions, financial aid, registration, and other business-process issues
* Academics
	+ Developmental vs. gateway course placement
	+ Academic maps
	+ Math pathways
	+ Academic supports
	+ Adjunct engagement
* Student services
	+ Onboarding
	+ Advising
	+ Holistic supports
* Professional development and other

**DAY 2**

**Aligning Guided Pathways** (1 hour)

*Participants: Student Success Team members and coach(es)*

* Overview of essential elements
* Embedding equity
* Leadership at all levels

**Review Planning Process: Organization, Timelines, and Deliverables** (1 hour)

*Participants: Student Success Team members and coach(es)*

* Research agenda
* Mapping ideal student experience
* Identifying gaps between current and ideal
* Assessing institutional capacities
* Developing strategies to close gaps using pathways methodology
* Faculty-staff engagement
* Communication and information sharing

**Share Resources and Tools** (30 minutes)

* As needed

**Complete Coaching Team Exit Interview with President or Primary Contact** (30+ minutes)