

STUDENT SUCCESS COACHING PROGRAM



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successcoaching.ucsd.edu



[@ucsd_successcoaching](https://www.instagram.com/ucsd_successcoaching)

IN THIS MEDIA KIT

This media kit provides the context of our program's growth, key services and collaborations that have culminated into a student centered award winning program. The Student Success Coaching Program (SSCP) provides distinct support for a diverse body of first-generation students. We take pride as leaders, innovators, and advocates for the first-generation community at UC San Diego and beyond.

For press inquiries and/or additional information please contact the Assistant Director of Student Success Programs, Alison Herr, at alherr@ucsd.edu.

PG 3

ABOUT THE STUDENT
SUCCESS COACHING
PROGRAM & STAFF

PG 8

SSCP HISTORY

PG 4

SUCCESS COACHING @
UC SAN DIEGO

PG 10

UC SAN DIEGO FIRST-
GENERATION DATA

PG 5

DEFINITIONS

PG 11

AWARDS &
CERTIFICATIONS

PG 6

MISSION, VISION, GOALS
& OUTCOMES

PG 12

COLLABORATIONS

PG 7

ORGANIZATION &
STRUCTURE

PG 13

IN THE PRESS

ABOUT THE STUDENT SUCCESS COACHING PROGRAM & STAFF

The Student Success Coaching Program (SSCP) supports the success and retention of a distinct cohort of first-generation college students at UC San Diego through a variety of coaching programs and services. Our hallmark approach is using coaching as a vehicle to support students to achieve their goals. Through coaching, we offer personalized academic resources, information, skill development, and advocacy that inspires and empowers first-generation college students, and equips them with skills to be successful in navigating their college life. We believe that through coaching, we can partner with students to establish meaningful connections at UC San Diego and to develop personal and professional skills and experiences.

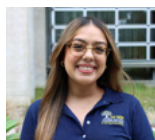
SSCP supports approximately 1,900 first-generation college students. Our program operates on a cohort basis, where first-generation college students with the highest academic need, who are not already being supported by other programs, are matched with a coach. Referrals from the UC San Diego community are taken on an individual basis via self, staff, and faculty referrals.

Additionally, SSCP is proud to be cited as a campus strategy in the UC 2030: Equity is Excellence & UC San Diego 2030 Capacity Plan, which hopes to improve timely graduations and eliminating equity gaps by expanding our program to assist additional first-generation students..

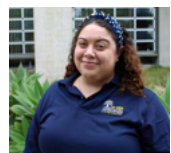
Our Staff



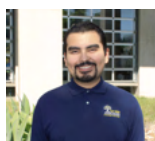
ALISON HERR
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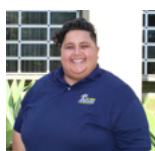
STEPHANIE ESTRADA
Senior Success Coach



Roberto Ramos
Success Coach,
Revelle & Sixth College

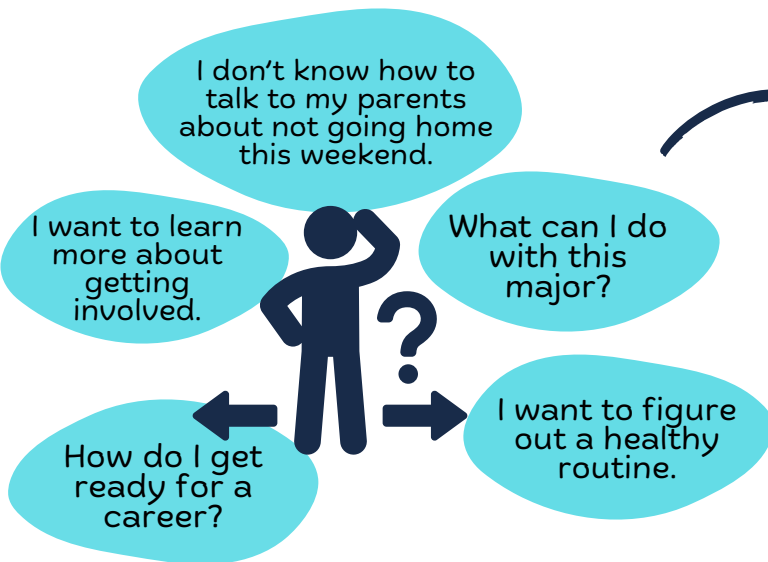


MARIA ZUNIGA-BEL
Success Coach,
Warren & Eighth College



Cindy Toscano
Success Coach,
Muir & Seventh College

Success Coaching @ UC San Diego



SSCP Coaching Session

01

Student identifies the main topic. What problem do they want to address?

02

Coach uses “powerful questions” to understand the context of the topic from a first-gen identity framework.

03

Coach asks student to imagine new solutions, actions, and options.

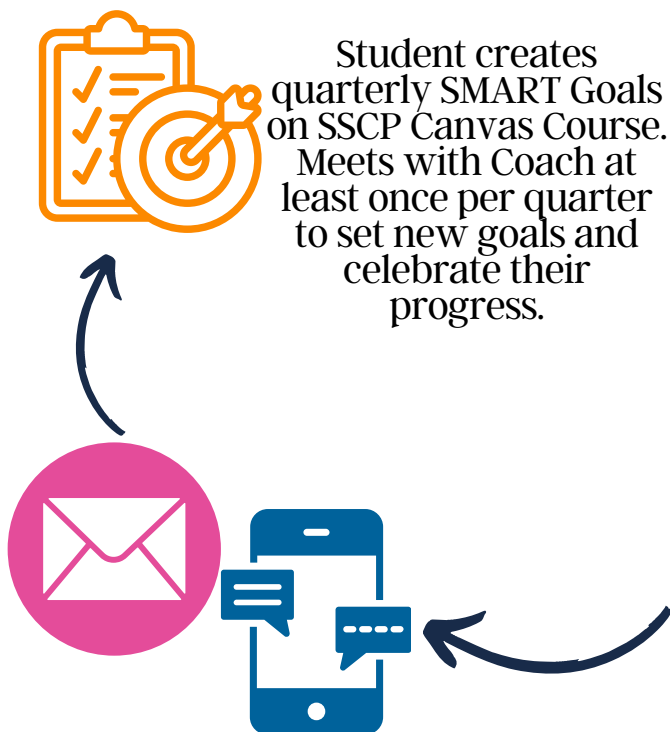
04

Coach connects the student with resources and opportunities at UC San Diego that match what the student described in Step 3.

05

Student creates a short-term action list based on the discussion and resources.

Adapted from the [Coaching and Positive Psychology Institute](#)



DEFINITIONS

Success Coaching

Success Coaching is distinct from mentorship, therapy or advising. Success Coaching provides ongoing interactions through students' entire academic career, engaging them in a thought-provoking creative process that utilizes strengths-based intervention mechanisms. Success Coaching increases institutional capacity for student support, equips students with the appropriate academic tools, encourages students to gain self-efficacy and increase self-confidence in their academic success and inspires students to maximize personal and professional potential.

Success Coach

A highly trained professional who serves as the students' long-term accountability partner, champion, and coach for their entire undergraduate career at UC San Diego. Success Coaches recognize the agency of the student, and focuses on setting goals, creating outcomes, and managing personal change.

Each Success Coach facilitates student success through targeted coaching and monitoring of the SSCP Canvas course that supports holistic success, while also connecting students to high impact practices across the campus.

Peer Coach

A highly trained current undergraduate student at UC San Diego who supports students during their first and second year. Peer Coaches have recently experienced the transition to a quarter system and college life and help first and second-year students create and refine SMART Goals, take online assessments, and can help review all parts of academic plans.

Success Team

First and second-year students are supported by a Success Team, which consists of a Success Coach and a Peer Coach. Starting their third year and on students will continue to be supported by their Success Coach.

Canvas Course

The SSCP Canvas course is a digital blueprint for optimizing the student experience at UC San Diego, inside and outside of the classroom. With our Success Coaches, students will have the opportunity to identify, reflect and actively work towards their goals. The Canvas course covers the following evidence-based milestones proven to enhance student success, including: faculty interaction, reflection, creation of support networks, goal setting, and resource development.

MISSION

The Student Success Coaching Program facilitates the transition and promotes the success of a select cohort of incoming first-generation college students at UC San Diego for their entire undergraduate journey. Students are part of a collaborative, holistically supportive and validating environment that applies a strengths-based approach.

VISION

The Student Success Coaching Program will catalyze all first-generation students to develop as self-assured leaders who leverage their strengths to impact their local and global communities. The Student Success Coaching Program will pave the way for a thriving culture of support for first-generation students that intentionally eradicates historical institutional barriers.

GOALS

- Be a source of support for first-generation students by valuing their strengths and validating their unique identities.
- Foster skill development that increase students' self-agency/advocacy through programming, individualized referrals, and individual coaching.
- Empower first-generation students to create their own definition of success.

PROGRAM LEARNING OUTCOMES

- Students will be able to build academic skills inherent to their success.
 - Students will participate in academic and co-curricular experiences that align with their goals.
 - Students will be able to apply self-reflection in pursuit of their goals (personal, academic, and/or professional).
 - Students will be able to articulate the strengths of their first-gen identity.
 - Students will be able to devise a dynamic success plan towards their goals (personal, academic, and/or professional).
 - Students will be able to activate a support network inherent to their success.
-

ORGANIZATION & STRUCTURE

STUDENT RETENTION & SUCCESS

UC San Diego's Student Success Coaching Program is housed within the division of Student Affairs and Campus Life in the Student Retention & Success (SRS) unit. SRS contributes to the strategic goals of UC San Diego by providing coordinated and comprehensive academic, professional, and career advising across all colleges, departments, and units; rethinks curriculum and pedagogy to improve retention and graduation rates and increase student and faculty engagement; and strengthens the connection between academic and high-impact cocurricular experiences.

Mission: Empower and support students in their academic, personal, and professional growth through collaborative facilitation of programs and services that disrupt systemic equity gaps. (<https://srs.ucsd.edu/>)

STUDENT SUCCESS PROGRAMS

SSCP supports the success and retention of a diverse student body alongside our Student Success Programs (SSP) partners. Together, the units within SSP serve our students through community and holistic support. In addition, SSP provides oversight and leadership for the Triton Firsts Initiative and the UC San Diego NASPA First-Generation First Forward Advisory Designation. Programs within SSP include:

- Student Veteran Resource Center | svrc.ucsd.edu
- Transfer Student Success | transferstudents.ucsd.edu
- Undocumented Student Services | uss.ucsd.edu
- Triton Firsts Initiative | tritonfirsts.ucsd.edu

UC SAN DIEGO COLLEGE SYSTEM

SSCP was established through the collaboration of the undergraduate colleges. The SSCP coaches have a dotted line reporting to the College Deans of Academic Advising. In collaboration with academic and student affairs college staff, SSCP takes part in, and contributes to, direct student services, programs and events, and professional development opportunities. SSCP will continue the collaborations with the college system as UC San Diego introduced Eighth College in the 2023-2024 academic year.

HISTORY

2016

UC San Diego's Student Success Coaching Program (SSCP) established with one director and four full time Success Coaches to support a cohort of 425 selected first-generation students.

2018

UC San Diego's SSCP receives funding to hire an additional two success coaches, allowing each coach to dedicate support to one undergraduate college.

2017

An additional 391 first year students enter SSCP.

UC San Diego's SSCP becomes the first UC to receive and complete NASPA's Bacchus Train the Trainer certification program for Peer Coaching.

UC San Diego's SSCP becomes the first UC to adapt two-way texting platform, SignalVine, amplifying outreach skills for students.

UC San Diego's SSCP receives the highest Student Satisfaction Rating across UC San Diego campus departments.

2019

UC San Diego's SSCP serves a total of approximately 1,600 first-generation students.

The Inaugural 2016 cohort becomes the first SSCP graduating class.

UC San Diego recognized as an internationally certified College Reading and Learning Association Peer Mentor program at first review.

UC San Diego's SSCP won the highest Student Satisfaction Rating across UC San Diego campus departments, for the second time.

2021

UC San Diego was selected as a NASPA First-Gen Advisory Campus based on the work of SSCP.

SSCP was selected to present on the successful pivot to virtual support at the 2021 Student Success Conference through NASPA's Center for First-Gen Success.

2023

SSCP cohort selection moves to an opt-in model for one year to assess effectiveness

2020

SSCP won the First-Gen Excellence Award Gold through NASPA and Bronze Award in Overall Excellence.

SSCP was one of the first departments to serve students virtually with established services. Over 600 incoming students joined SSCP Fall 2020 bringing the total students served to over 1,800.

2022

SSP establishes the Assistant Director position, a role that specifically focuses on first-generation programs, including SSCP.

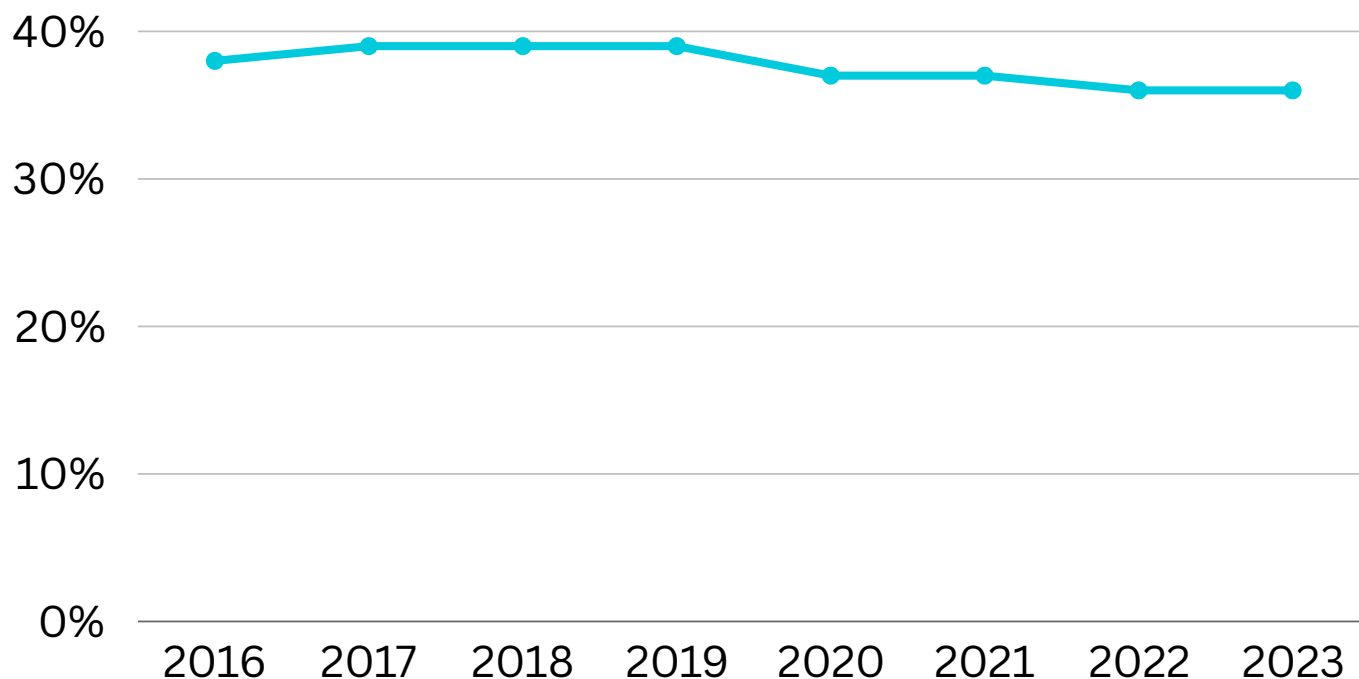
One Senior Success Coach supervises and supports programming for four Success Coaches.

2024

SSCP cohort selection returns to the opt-out model after piloting an opt-in model

UC SAN DIEGO FIRST-GENERATION DATA

The following graph highlights UC San Diego's overall new student/first-generation enrollment trends since the inception of SSCP (2016-2023).



Data retrieved from UC First Generation Students (<https://www.universityofcalifornia.edu/about-us/information-center/first-generation-college-students>)



AWARD WINNING



SSCP was awarded the 2020 Gold Award in First-Generation Student Success and Related Programs category.

National Association of Student Personnel Administrators (NASPA) First-Gen Forward Advisory Institution

Through collaborative efforts, UC San Diego has received an elevated designation as a NASPA First-Gen Forward Advisory Institution. We are recognized as leaders in First-Gen student success and serve in a leadership capacity with our regional community.



SSCP was awarded the 2020 Bronze Award in Overall Excellence for all categories.

PROFESSIONAL CERTIFICATIONS

Appreciative Advising

A number of Success Coaches are trained or certified through Appreciative Advising. The Appreciative Advising six week course trains education professionals to uncover students strengths and co-create action plans for success.

<https://www.fau.edu/education/centersandprograms/oae/online-courses/appreciative-advising/>

Learning How to Learn

A number of Success Coaches are trained or certified through Coursera Learning How to Learn. The course offers techniques and best practices for learning, memory and mastery of tough subjects.

<https://www.coursera.org/learn/learning-how-to-learn/>

Gallup Strengths Coaching

A number of Success Coaches are trained or certified through Gallup Clifton Strengths Coaching. Strength Coaching focuses on the student's talents to guide them and capitalize on what they do best.

<https://www.gallup.com/learning/309920/gallup-certification.aspx>

NASPA BACCHUS Facilitator Training

Beginning in 2017 all SSCP Peer Coaches have been trained through the NASPA Certified Peer Educator training. This led to UC San Diego being the first UC to have trainers complete the NASPA Bacchus Facilitator Training. Training includes topics such as listening skills, response and referral, intervention, and diversity and inclusion.

<https://www.naspa.org/project/certified-peer-educator-cpe-training>

COLLABORATIONS

National First-Gen Day

In collaboration with Triton Firsts, through this social event we honor and celebrate the success of first-generation college students, faculty, staff, and alums of UC San Diego! <https://firstgen.naspa.org/>

Triton Firsts Initiative

SSCP partners with Triton Firsts, which is a comprehensive initiative that engages first-generation faculty, lecturers, researchers, staff, graduate students, and alumni at UC San Diego.

First-Gen Welcome Social

In collaboration with Triton Firsts, the annual welcome event kicks off another year at UC San Diego and celebrates first-gen college students, staff, faculty, and alums!

Career Readiness Conference

In collaboration with Triton Firsts, between 2017-2023, SSCP worked closely with campus partners including Career Services, Teaching + Learning Commons, and Academic Internship Program to create a career readiness conference for UC San Diego first-gen students. SSCP continues to lead career readiness workshops with Triton Firsts.

College Advising

In collaboration with all eight colleges, coaches work with specific college communities by providing support to students while maintaining close links to the college advising teams.

Career Launch- A Social Enterprise

In collaboration with Career Launch, SSCP facilitates career readiness workshops for first-gen students to prepare them for life after graduation.



IN THE PRESS

A Standout in Supporting First-generation Students

UC San Diego receives 'First-gen Forward Advisory' designation, a national honor for commitment to first-generation student success



Nearly 40% of UC San Diego's students are the first in their family to attend college. "It is a public university, it is our responsibility to offer an accessible and affordable education to talented students from diverse socioeconomic backgrounds," said Chancellor Pringle. K. Alonzo.

Read full article:

<https://today.ucsd.edu/story/a-standout-in-supporting-first-generation-students>

Cracking the code on first-gen college student success

By Nicole Freeling, UC Newsroom
Tuesday, July 31, 2018

**Read full article:**

<https://www.universityofcalifornia.edu/news/cracking-code-first-gen-college-student-success>

Going Virtual: UC San Diego 2.0 Keeps Students Connected to Campus

Resources help students stay fit, social and successful in new remote-learning environment

**Read full article:**

<https://today.ucsd.edu/story/going-virtual-uc-san-diego-2.0-keeps-students-connected-to-campus>

UC San Diego Offers Admission to More Diverse California Residents

Nearly two-thirds of admitted first-year and transfer students are from California, up 7% from last year



Photos by Erik Aguirre/UC San Diego Publications

Read full article:

<https://ucsdnews.ucsd.edu/pressrelease/uc-san-diego-offers-admission-to-more-diverse-california-residents>

Bright Future Ahead

UC San Diego welcomes dynamic incoming class: 37 percent are first-generation and 40 percent come from low-income households



UC San Diego welcomed a record class of more than 5,750 freshmen and transfer students. Photos by Erik Aguirre/UC San Diego Publications

Read full article:

<https://ucsdnews.ucsd.edu/feature/bright-future-ahead>

UC San Diego's Most Diverse Incoming Class Begins Fall Quarter

Of the 5,750 incoming freshmen, 24 percent come from historically underrepresented groups; majority of new students are from California

**Read full article:**

<https://ucsdnews.ucsd.edu/feature/uc-san-diegos-most-diverse-incoming-class-begins-fall-quarter>



Photos by Erik Aguirre/UC San Diego Publications

Putting First-Gen Students First

Upward social mobility efforts earn campus designation as a "first forward" institution

Read full article:

<https://ucsdnews.ucsd.edu/feature/bright-future-ahead>