

# STUDENT SUCCESS COACHING PROGRAM



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**UC San Diego**  
STUDENT AFFAIRS  
Student Retention and Success



# IN THIS MEDIA KIT

The Student Success Coaching Program 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. 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.

For press inquiries and/or additional information please contact the Director of Student Success Programs, Dr. Lindsay Romasanta at [lromasanta@ucsd.edu](mailto:lromasanta@ucsd.edu).

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# ABOUT STUDENT SUCCESS COACHING PROGRAM

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 academic support, 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 assist 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 and not already being supported by OASIS Summer Bridge, Chancellor's Associates Scholars Program (CASP), Triton Community Leadership Institute (TCLI), Chancellor's Scholars, and TRIO Student Support Services Program are matched with a coach. However, referrals from these units and the UC San Diego community are taken on an individual basis via self, staff, and faculty referrals.

## OUR STAFF



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## STUDENT RETENTION & SUCCESS

UC San Diego's Student Success Coaching Program is housed within the division of Student Affairs in the Student Retention and 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 co-curricular experiences.

**Mission:** Provide leadership, enhance services and foster student, faculty and staff collaboration to advance our collective responsibility for the academic success of all students.

[srs.ucsd.edu](https://srs.ucsd.edu)

## STUDENT SUCCESS PROGRAMS

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

- Student Veteran Resource Center | [svrc.ucsd.edu](https://svrc.ucsd.edu)
- Transfer Student Success | [transferstudents.ucsd.edu](https://transferstudents.ucsd.edu)
- Undocumented Student Services | [uss.ucsd.edu](https://uss.ucsd.edu)
- International Peer Coaching Program (in partnership with ISPO) | [ispo.ucsd.edu/programs-workshops/programs-events/intl-peer-coaching.html#Program-Coordinator](https://ispo.ucsd.edu/programs-workshops/programs-events/intl-peer-coaching.html#Program-Coordinator)

## UC SAN DIEGO COLLEGE SYSTEM

SSCP was established through the collaboration of the six undergraduate colleges. The Deans of Academic Advising support and house each of the six Success Coaches and embed Coaches as members of the college staff. In collaboration with academic and student affairs college staff, Success Coaching takes part in, and contributes to, direct student services, programs and events, and professional development opportunities. Success Coaching will continue the collaborations with the college system as UC San Diego introduces Seventh College in the 2020-2021 academic year.

# HISTORY

## 2016

UC San Diego's Student Success Coaching Program is established with one director and four full time Success Coaches to support 425 first-generation students.

## 2017

An additional 391 first year students enter the Student Success Coaching Program.

UC San Diego's SSCP becomes the first UC to receive and complete NASPA Bacchus Train the Trainer.

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

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

## 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.

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## 2019

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

The Inaugural 2016 cohort becomes the first Student Success Coaching Program's 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 Student Success Coaching Program won the highest Student Satisfaction Rating across UC San Diego campus departments, twice in a row.

## 2020

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



## MISSION

The Student Success Coaching Program facilitates the transition and promotes the success of a cohort of incoming and continuing first-generation college students at UC San Diego. 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.
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# 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 study management plans while connecting students to high impact practices across the campus. They work closely with the Department, Program, and College Academic Advisors.

## SUCCESS TEAM

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

## PEER COACH

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

## SUCCESS PLAN

The Student Success Plan 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 Student Success Plan covers the following evidence-based milestones proven to enhance student success including: faculty interaction, reflection, creation of support networks, goal setting, resource development.

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## FIRST-GENERATION ENROLLMENT

40%

of **current undergraduates in the UC system** are first-generation college students

38%

of **current UC San Diego undergraduates** are first-generation college students

35%

of **Fall 2019 new UC San Diego undergraduates** are first-generation college students.

## STUDENT SATISFACTION SURVEY



Highest Rated Department in  
Student Satisfaction

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2017 and 2019

*"I like having support from my success coach and my peer coach [Student Success Coaching Program]. It's nice to know that there are people in this university that are there to help me"*

# STUDENT EXPERIENCE OUTCOMES

100%

agreed that their coach has an interest in their development

98.6%

agreed that their coach was someone they can go to for support

92.8%

felt that through coaching, they have a plan for success at UC San Diego and beyond

91%

believed that coaching has contributed to their development of a plan for achieving their goals

92.8%

believed that through coaching, they have a demonstrated, clear path to graduation

93%

believed that through coaching, they have regularly implemented strategies to live a more balanced, healthy, and/or active lifestyle

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*“All the resources that were given and highlighted at every meeting and event helped a lot. It exposed me to a variety of helpful skills and resources.”*

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*“I enjoyed the fact that I had someone to talk to about anything that was going on in my life. I really enjoyed the fact that I have a support system.”*

## AWARD WINNING

### NASPA GOLD AWARD

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

### NASPA BRONZE AWARD

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

### 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.

## 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 Gallups Strength Coaching. Strength Coaching focuses on the student's talents to guide them and capatalize on what they do best.

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

### COLLEGE READING & LEARNING ASSOCIATION

SSCP Peer Coaches are certified through the College Reading and Learning Association (CRLA). CRLA inspires peer educator trainers to go beyond minimum standards to create training programs that challenge peer educators to the highest level of expertise they can achieve.

<https://www.crla.net/index.php/certifications/iptpc-international-peer-educator-training-program>

### 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>

# SIGNATURE EVENTS

## FIRST YEAR KICK-OFF

Welcome event for our new cohort of incoming first year students! They get to meet their Success Coach, Peer Coach, and other students in the program!

## 4TH YEAR WELCOME

Welcome event for Fourth Year success coaching students, including professional development workshops, networking opportunities with other fourth year students, and review of the Fourth Year Milestones.

## BACK ON TRACK WORKSHOPS

These workshops are a partnership between undergraduate College Advising, Success Coaching, OASIS, and the Chancellor's Associate Scholars Program (CASP), and are intended to support students who are not in Good Academic Standing (Fall GPA is below a 2.0).

## 2ND & 3RD YEAR KICK-OFF

Welcome event for our Second and Third Year coaching students! They get to mix and mingle with other coaching students and review their Milestones for their respective years.

## PEER COACH EVENTS

Every quarter Peer Coaches organize and host their own social and/or academic event or workshop for success coaching students!

## STUDY ABROAD RECEPTION

Celebration reception for recipients of our Tritons Abroad scholarship!

## END OF THE YEAR CELEBRATION

Celebration event to honor all success coaching students for completing and persisting through another year at UC San Diego!



# 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/>

## VIRTUAL FIRST-GEN GRADUATION RECOGNITION

Website created in partnership with UC San Diego to recognize and celebrate Class of 2020 first-generation college graduates!

<https://sites.google.com/ucsd.edu/firstgenritons2020/graduate-profiles>

## TRITON FIRSTS INITIATIVE

In collaboration with Triton firsts, this comprehensive initiative engages first-generation professors, lecturers, researchers, staff, graduate students, and alumni at UC San Diego.

<https://srs.ucsd.edu/initiatives/triton-firsts/events.html#2018---2019-Past-Events>

## 2CONNECT

SSCP refers students to the OASIS second year experience support program, 2Connect. 2Connect is a year-long commitment that provides targeted workshops, presentations, podcasts and newsletters to students who opt-in during the Fall quarter of their second year at UC San Diego.

## TRITONS ABROAD

Scholarship created to support Success Coaching students interested in studying abroad. Study Abroad sponsors the scholarships of up to \$20,000.

## 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!

## PEER COACH TRAINING

The Student Success Coaching Program collaborates with the Student Veteran Resource Center (SVRC), the International Student Programs Office (ISPO) and the Transfer Hub to train Peer Coaches, Peer Navigators (SVRC), International Peer Coaches (ISPO), and Transfer Peer Coaches.

## SRS TAILGATE

Each Winter quarter the Athletics department invites the students of all Student Retention and Success units to a free tailgate and UC San Diego basketball game.

## CAREER READINESS CONFERENCE

During this Tritons First event, 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.

<https://srs.ucsd.edu/initiatives/career-readiness-conference.html>

## FIRST-GENERATION STUDENT ALLIANCE

The First-Generation Student Alliance is a campus wide student organization established by the two Senior Peer Coach student leaders. The organization promotes first-generation leadership and success.

## BLACK ALUMNI SCHOLARS

The Student Success Coaching Program supports several students who are Black Alumni Scholars by meeting with students individually to provide coaching and support.

# 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. "As a public university, it is our responsibility to offer an accessible and affordable education to talented students from diverse socioeconomic backgrounds," said Chancellor Pradeep K. Khosla.

Read full article

<https://ucsdnews.ucsd.edu/feature/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://ucsdnews.ucsd.edu/feature/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 Jepsen/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 9,000 freshmen and transfer students. Photos by Erik Jepsen/UC San Diego.

Read full article

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

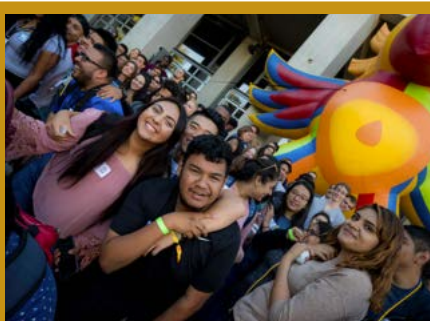
## UC San Diego's Most Diverse Incoming Class Begins Fall Quarter

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-diego-s-most-diverse-incoming-class-begins-fall-quarter>



Photos by Erik Jepsen/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/putting-first-gen-students-first>